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ABSTRACT

This report documents the findings and recommendations of a study conducted by the New Jersey Library Protocol Committee, which was formed to study and recommend changes in the current organizational and operational structure of the existing statewide multitype library network and in the patterns for networking and informational services among various network components. The committee was also charged with recommending a set of procedures to be followed by network libraries for the exchange of information and materials, and with recommending policies and procedures for the proposed network should pending legislation be enacted. In the process of conducting its study and making recommendations, the committee examined previous library networking studies, New Jersey library legislation, and the operations of the existing network. This report presents information on the current library network, including its historical development, origins, and operations; reports of subcommittees on bibliographic access, interlibrary loan, reference referral, photocopy, statistics, and procedures, and an additional recommendation by the full committee; and two prototype manuals for (1) reference referral and (2) interlibrary loan and photocopy procedures. Footnotes, a list of documents consulted, and a copy of the charge to the committee are included. (BBM)

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New Jersey Library Network

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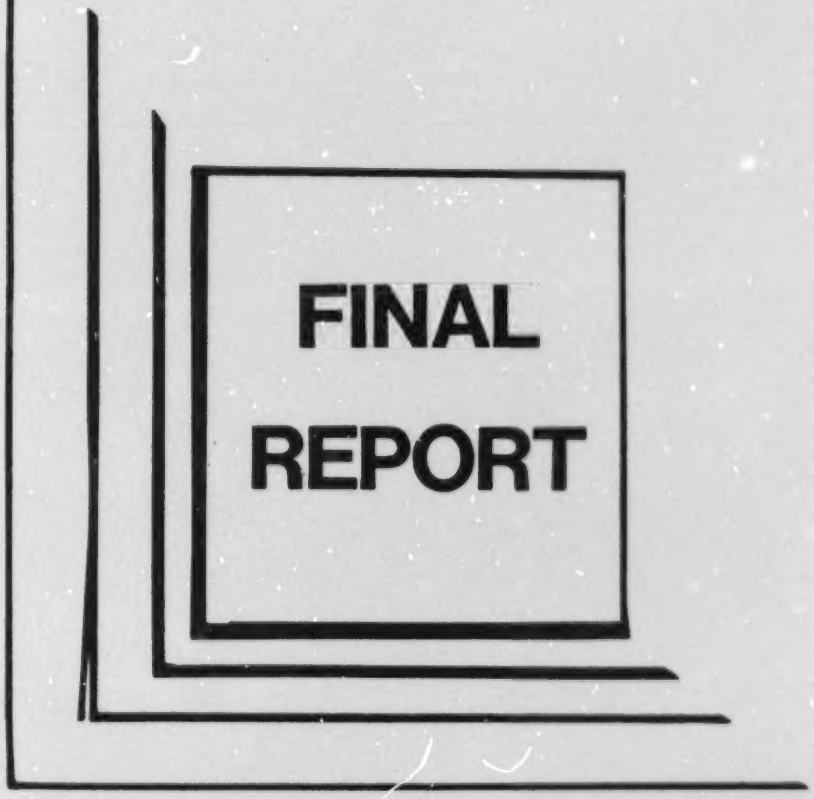

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Constance Williams, AT&T Corporate Technical Library

NEW JERSEY LIBRARY NETWORK

PROTOCOL COMMITTEE

FINAL REPORT

January 1985

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Without the efforts of these people, this report could not have been prepared.

Robert A. Drescher
Susan Roumfort

Co-Chairmen, New Jersey
Library Network Protocol
Committee

December 1984

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FOREWORD

The New Jersey Library Network Protocol Committee was formed at the direction of the State Librarian, Barbara Weaver, to study and recommend changes in the organizational and operational structure used for the exchange of information and materials within the Network. The recommendations within this report were developed by subcommittees working independently to address specific areas of concern. All of these recommendations were endorsed by the entire Protocol Committee.

An Interim Report focusing on bibliographic access, interlibrary loan and reference referral was submitted to the State Librarian in December, 1982. At the Committee's request, the State Librarian sent the Interim Report to the groups representing all types of libraries in New Jersey. More than 250 librarians and trustees responded to this report at a series of regional meetings held in June of 1983.

In August 1983, the State Librarian issued a plan detailing those Committee recommendations which could be implemented now through a combination of State Library initiatives, the cooperation of network libraries, and the help of professional associations and State Library-sponsored Committees and task forces. Some recommendations were already being adopted. Others required new funding or legislation to expand the program to the level recommended by the Committee.

With minor modifications, material from the Interim Report was incorporated with new subcommittee reports on photocopy, procedures, and statistics into this Final Report. The sample manuals included in the Procedures Report are prototypes or suggested drafts rather than fully developed and implemented working documents.

The Protocol Committee was charged with producing recommendations to ease the transition of the New Jersey Library Network from its present configuration to the new network proposed in pending legislation. With the passage of this legislation still in the indefinite future, it became clear that even as the Committee deliberated, new patterns of interlibrary service were already evolving. The Committee also found that the need for precision in its procedural recommendations constantly conflicted with the need for flexibility in a changing environment.

The proposed library network legislation was signed into law in January, 1984. It is hoped that this document will prove valuable to those involved in planning for a new era of library networking in New Jersey.

PREFACE

The individual library is the foundation of library service in the State of New Jersey. This library -- academic, institutional*, public, school or special, is where most patron needs are met. However, no library, no matter how well funded or administered, can meet all the informational, educational, and recreational needs of its public. For this reason, it is necessary to provide access to resources and services beyond the local level. It was with this intention that the present network was established.

The New Jersey Library Network Protocol Committee was formed at the direction of the State Librarian, Barbara Weaver, to study and recommend changes in the present organizational and operational structure of the existing network and in the patterns for networking and informational services among various network components.** The Committee was further charged with recommending a set of procedures to be followed by network libraries for the exchange of information and materials. It was also charged with recommending policies and procedures for the proposed network, should pending legislation be enacted.

In the process of conducting its study and making recommendations, the Protocol Committee examined previous library networking studies, New Jersey library legislation and the operation of the existing network as a means of putting its effort in perspective. Following is a brief outline of these studies and the resulting legislation. For those interested in a fuller overview of the history of library network development in the state, the Committee recommends Library Development in New Jersey: the Historical Background, the report of the Subcommittee on Historical Development of the Library Development Committee; New Jersey Library Association, 1973.

To present the results of its work the Protocol Committee has divided the report into sections: 1) a brief historical overview of library network development in the state; 2) a description of the present network; 3) findings and recommendations of the Committee.

* A library for patients or inmates of an institution.
** Charge to Committee included as Appendix II.

PART I:

THE NEW JERSEY LIBRARY NETWORK

NEW JERSEY LIBRARY NETWORK

HISTORICAL DEVELOPMENT

The first study to have a bearing on our present network was Better Libraries for New Jersey: Final Report of the Commission to Study Library Services in New Jersey, 1956. This study resulted from a commission formed in 1954 by then Governor Robert B. Meyner, and was charged with "(1) inquiring into the present condition of the library services available to the citizens of the municipalities and counties in New Jersey, (2) recommending what improvements should be made and (3) developing a master plan for the improvement and adequate financing of library services throughout the State."[1]

The resulting legislation, the State Aid Act of 1959, both increased and expanded the concept of state aid to public libraries and provided a mechanism for two or more libraries joining together to provide library service which each separately was unable to offer.

While the 1959 legislation resulted in significant improvement in public library services, it was apparent that there were still "serious deficiencies in the library services being offered to the people of New Jersey... (specifically that) a high percentage of the population did not have access to those library materials and services that would fulfill educational and informational needs."[2]

These and other shortcomings of library service in New Jersey led the New Jersey Library Association, through its Library Development Committee, to initiate "a series of investigations into the status of different aspects of New Jersey libraries."[3] These investigations led to the publication by the New Jersey Library Association in 1964 of Libraries for the People of New Jersey or Knowledge for All by Lowell A. Martin and Mary V. Gaver.

ORIGINS OF THE PRESENT NETWORK

The present library network in the State of New Jersey was organized in 1965 based on structures and concepts outlined in the Martin/Gaver report. Figure 1 (page 5) is a diagram of this network. Library directors were notified of its formation in a memorandum from Henry J. Michniewski, Projects Planner of the New Jersey State Library, dated January 13, 1965. Three years later the State Aid Act of 1968 was passed establishing the network in law and providing the necessary funding. In the period 1965-68, funding for the network was provided through the use of Federal LSCA Funds.

Library service in New Jersey was dramatically improved. Local libraries were linked via the newly established network to the major library collections in the state; increased state aid was provided to support the network; and the number of libraries complying with state standards more than doubled between 1968 and 1978. "Today (1980) over 75 percent of all public libraries meet or exceed the standards for their respective service populations."[4]

As New Jersey libraries entered the 1980's it was apparent that "... the current aid and network programs... (were) beginning to show their age,"[5] thus necessitating new service strategies designed to meet changing patterns of user demand. In 1978 the New Jersey County and Municipal Government Study Commission began a re-examination of library service in the state. The results of their study were published in The Development of Libraries and Networks: Prospective Roles and Responsibilities, 1980.

As stated in the study, "the Commission believes that the (present) network, has, over the years, demonstrated the validity of its underlying philosophy and has added a new dimension to the (library) services available to the citizens of the State."[6] However, the functions of the network are not clearly expressed in law and are cited only in the distribution formulas for State Aid to libraries.... (This) has resulted in considerable confusion among those libraries performing, and those receiving network services."[7]

Based on the Commission's findings, legislation has been introduced which would permit more flexibility in establishing networks and in regulating the standards and procedures critical to their operations.

To help analyze the present network, the Protocol Committee studied several documents which relate to the provision of library services in New Jersey. These documents, listed in Appendix I, outline the responsibilities and duties to be performed by the New Jersey Network. With the exception of the State Library, these responsibilities and duties are set forth in contracts which are individually negotiated with each library. The State Library is mandated by law to provide support services to New Jersey libraries. These responsibilities are generally set forth in NJSA 18A: 73-35, in NJAC Title 6, Chapter 61, and in State Library memoranda.

THE OPERATION OF THE PRESENT NETWORK

The local library, designed to serve a specific population or primary clientele, is the first point of patron entry into the state-wide library network. When the local library is unable to meet a patron need, it utilizes reference referral and interlibrary loan services to tap the resources of other libraries in the state.

To achieve network goals and implement the Martin/Gaver Study, certain public libraries (now numbering 26) were designated and funded by the state as Area Libraries to provide backup services to all libraries within their area. Area Libraries were generally chosen for the size and the quality of their collection as well as their location. Each area has a Coordinating Council, comprising representatives from the libraries served, to establish priorities and monitor the network activities of the Area Library in an advisory capacity.

Each Area Library negotiates and signs an annual contract with the State Library to provide area services. The Coordinating Council is required to sign off on all area contracts; without Council approval the State Library may withhold network funding to an Area Library. This procedure, established in 1980, is intended to encourage greater participation by all local libraries in the determination of network services needed in their area.

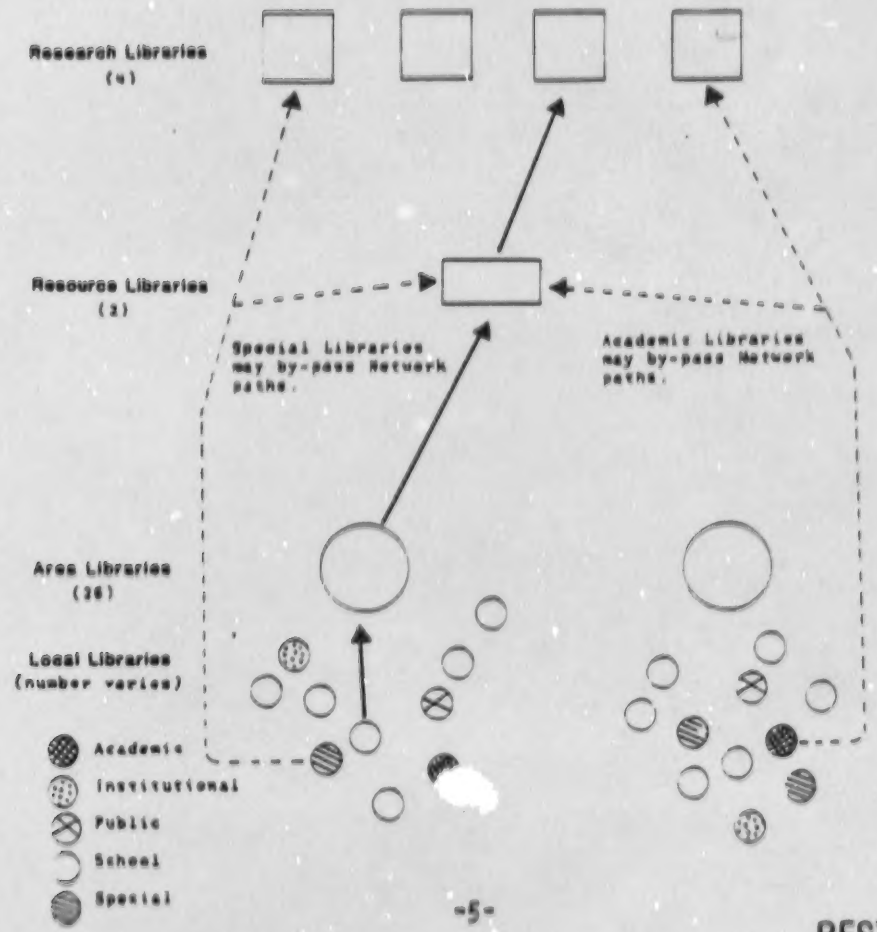
Resource libraries provide backup reference and interlibrary loan service to the Area Libraries and channel requests when necessary to the Research Libraries. Newark Public Library operates as a Resource Library for 12 areas in northeastern New Jersey through the contract it has signed with the State Library. The State Library itself serves as the Resource Library for the rest of the state, but without a service contract. Its duties and responsibilities relative to network services are set forth in an internal document and in the general provisions of state statutes.[8]

For more complicated or specialized requests for service, four libraries were designated as the Research Libraries for the state. These are the Newark Public Library, the Princeton University Library, the Rutgers University Library and the State Library. Resource Libraries turn to these libraries for backup services and for assistance in subject specialities. Each of the Research Libraries receives no more than $100,000 annually for the provision of network research services.

Figure 1

New Jersey Library Network

(As of November, 1982)



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There are certain anomalies and inconsistencies that are built into the present network structure:

1. The state has no guidelines for the collection of statistics used to measure the effectiveness of network services currently provided by the Area, Resource or Research Libraries or to accurately compare the services delivered by each..

2. Resource Library services are the only level of network services not established in law but by the Michniewski memorandum of January 13, 1965.

3. Tax support for local, Area, and Research Libraries comes primarily from state and local taxes. The resource level of service to the network, on the other hand, has always been supported from Federal LSCA funds making it the least reliable from a funding point of view.

4. From its inception, certain disparities of service have existed between the northern and southern regions of the State. This is perhaps most significant in the area of reference referral.

a. As outlined in the Martin/Gaver Report, this level of support was weighted heavily in favor of the northern region.

> "The Newark Public Library, as the strongest public library in New Jersey, has a special role to play in this system of area centers... It will backstop the area reference libraries throughout the whole northern part of the state by the establishment of the Metropolitan Reference Center of Northern New Jersey. To this end, it should move forward with the development of collections of various types which are needed in New Jersey... Thus the Newark Public Library will serve as a metropolitan research library, to increase even further the level of service made available to this most populous portion of the state."[9]

The report also

> "proposed that a Library Reference and Referral Center be established in the State Library, as an instrumentality of the third level of service, to channel and direct requests flowing up from local and area libraries. This would not be a very large collection, or even a very large staff, designed as the one final resource to handle all specialized requests itself. It would rather call upon and direct traffic to the network of resources over the state."[10]

b. The Michniewski memorandum of 1965 also left this level of service to the two regions of the state unbalanced. The duties and responsibilities of the Resource Libraries as defined by the Newark Public Library covered a page and a half of the memorandum -- the responsibilities of the State Library were covered in nine lines.

Having reviewed this information, the Committee offers the following recommendations.

PART II:

SUBCOMMITTEE REPORTS

Bibliographic Access Subcommittee

In New Jersey, lack of shared information concerning library resources at all geographic and governmental levels is a barrier to access. It is the goal of this subcommittee to outline a plan of action which addresses and places priorities on the improvement of existing location tools, and the development of additional tools. At the present time, the holdings of school media centers and special libraries are generally not represented in existing tools.

Ideally, we would like to see fast, convenient author/title, subject and alphanumeric code access to bibliographic, location, and availability information for all types of materials for all types of libraries in New Jersey.

Implementation should take into account cost-effectiveness, flexibility and multiple applications of new technology.

When developing and implementing any automated system, networking and resource sharing must be an integral component of the planning.

Recommendations

A. Support and improve existing location tools.

1. New Jersey Union List of Serials (NJULS)

   a. convert file to MARC-compatible format

   b. add more libraries' holdings, with emphasis on school media centers and special libraries

   c. develop potential to produce variety of configurations (such as geographic, subject) and products (such as hard copy, COM, floppy discs, tapes)

   d. convert to on-line access through OCLC Serials Union List capability

   e. add newspapers to NJULS

2. Local union lists of serials

   a. develop local union list capability in standard bibliographic format (analyze cost benefits of regional vs. centralized production)

   b. local union lists should be developed in conjunction with and be compatible with the state list.

3. OCLC

   a. encourage participation in OCLC by all types of libraries through:

      (1) funding

      (2) public relations

      (3) consulting

   b. promote cooperative participation on a shared basis

   c. provide bibliographic and location data to non-OCLC libraries

   d. encourage retrospective conversion of records

   e. utilize potential for various off-line products through PALINET and individual tapes (such as COM catalogs, subject lists)

4. Circulation systems

   a. encourage installation of automated systems with standard MARC-compatible record formats through:

      (1) funding

      (2) education and public relations (e.g. fact sheets, information packets, model RFP, pros and cons of various systems)

      (3) consulting

   b. promote cooperative development on regional or shared-interest basis

B. Develop state and/or regional directories of all types of libraries that will include information such as: personnel, hours, policies (on access, ILL, borrowing, fees, etc.), copying facilities, computer databases, collection size, and network memberships; and that will index special collections by subject. (Example: SLA's Directory of Libraries and Information Services in the Philadelphia Area.)

C. Provide guidelines to aid individual libraries in describing their own holdings (examples: standardized formats, authority lists).

D. Assess the need for improved access to certain types of materials such as: federal, state and local government publications; and multimedia resources.

Interlibrary Loan Subcommittee

The Interlibrary Loan Subcommittee, in examining interlibrary loan service within the state, has attempted to address several issues: the purpose of interlibrary loan services, the structure for the routing of requests, the standards to be applied to such service, and reimbursement for interlibrary lending. In discussing these difficult issues, the subcommittee has attempted to provide a new framework for interlibrary loan service, that will fully recognize increased technological capabilities and be flexible enough for use during the periods before and immediately after the implementation of the new network.

The present New Jersey library network is designed on a hierarchical basis. The local library, the primary library serving any user, sends its interlibrary loan requests to the library designated as its Area Library. The Area Library acts as intermediary between the local library and the two Resource Libraries: The State Library and the Newark Public Library. These two Resource Libraries plus Rutgers and Princeton University Library serve as the four Research Libraries and supplement interlibrary loan and other network activities on a referral basis.

The network has been operating under a code that is now eleven years old and predates OCLC, CLSI, and other location tools. Because access to previously unreachable collections is now available to libraries on all levels, the network has begun to modify its structure with little direction from any single source. While this may satisfy individual libraries, it is impossible to recommend that libraries establish whatever arrangement they find necessary to provide adequate interlibrary loan service. The State Library, Newark Public Library, and other libraries at the local or Area level have attempted to integrate the new capabilities into the old network framework. This approach has often worked but has, at the same time, built barriers to efficient and effective interlibrary loan service in New Jersey.

Principles and Recommendations

1. Purpose - Each library should provide the resources to meet the recurring needs of its primary clientele. Interlibrary loan is an essential aspect of library service because no library can be expected to own all materials that are needed by its clientele. Interlibrary loan is an integral part of collection development and planning, to be used in conjunction with the local library's efforts to develop and provide its in-house resources.

   A. Participating libraries are encouraged to make interlibrary loan services available to their clientele, as appropriate.

   B. Any type of library material needed for the purposes of information, instruction, recreation, research or study may be requested on loan or in photocopy from another library. The lending library has the privilege of deciding in each case

whether a particular item can be provided, and whether the original or a copy shoud be sent. These decisions will be determined by the nature of the material or other reasons specifically indicated in this agreement. It is recomended that the reasons for not filling a request be communicated to the requesting library.

C. The borrowing library may request materials which it owns but which are in circulation or are designated as reference.

D. Lending libraries will practice as unrestrictive an interlibrary loan policy as possible with due consideration to the interests of their primary clientele.

E. The borrowing library will honor any limitations on use of materials imposed by the lending library.

F. Each participating library will prepare a statement following a standard format of its own interlibrary loan policies and procedures and will make this statement available as appropriate. Comparable statements covering interlibrary cooperative arrangements on a local or regional level should also be made available as appropriate.

G. Training and consultation on the provisions of this agreement are essential and should be carried out in a systematic and ongoing fashion. These efforts are to be coordinated at the network level for all network participants.

II. Structure - The goal of interlibrary loan service is to provide fast and efficient access to the widest range of materials. To make this possible, libraries need flexible protocols which will permit them the use of the optimum direct route to materials. The network should develop location tools and delivery services which facilitate the fullest use of resources in New Jersey.

A. Libraries originating requests are not restricted in principle in their choice of a lending institution. Recognizing that the means for obtaining necessary bibliographic information vary across the state, the routing of specific interlibrary loan requests shall be determined by the availability of location tools in the originating library. A flexible system of channeling requests shall be used, as follows:

Track 1. The originating library without bibliographic location tools in-house shall route its requests in accordance with prevailing agreements for directing such requests through the existing network structure. (For example, through Area, Resource, Research, or contract libraries.)

Track 2. The originating library with access to bibliographic location tools and able to identify one location for the item may submit the request directly to that library.

Track 3. The originating library with access to bibliographic location tools and able to identify multiple locations for the item should use the optimum direct route in forwarding the request. Factors in determining the optimum direct route are:

1. Geographic proximity
2. Response time
3. Document delivery
4. Network funding of lending library to provide ILL service
5. Specialties of lending library in relation to type of material being requested
6. Costs or fees

B. In addition to the network structure, special agreements which exist to facilitate interlibrary cooperation on local and regional levels, such as round robins and federations, are encouraged.

C. In order to facilitate the movement of interlibrary loan requests, Area, Resource, Research, and contract libraries shall have direct access to as wide a range of bibliographic location tools as possible, such as NJL/NPL COM, OCLC, RLIN, NUC, NJULS, local union list, UCMP, and other electronic data files.

D. The State Library and the Newark Public Library, in their roles as Resource Libraries, will continue to supply location information when they (State Library and Newark) cannot fill the request.

E. Area, Resource and Research Libraries participating in OCLC and/or RLIN are encouraged to provide third party borrowing as appropriate.

F. Reserves (i.e., holds) will not customarily be placed for interlibrary loan requests. When the requested item is "in use", the interlibrary loan request will be marked as such and returned to the originating library.

G. Network advisory boards shall monitor and review interlibrary loan requests for the purpose of assessing whether the choice of lending institutions and/or tracks is consistent with the guidelines of this agreement.

III. Standards - Performance standards and the collection of information through the monitoring of interlibrary loan activity within the New Jersey Library Network are essential for the equitable and efficient provision of service. Statewide guidelines and standards covering, but not limited to, minimum response time for reporting on requests and for the delivery of material shall be established.

A. The governing authority of the network shall be the monitoring agency of interlibrary loan activity.

B. It is recommended that all libraries participating in the network be required to follow protocols to obtain network services.

C. Participating libraries shall be required to maintain data regarding interlibrary loan activity and to supply such data when requested by the network.

Reference Referral Subcommittee

The present network is providing the residents of New Jersey with reference referral service. However, it has become apparent that the network, in addition to its strengths, has weaknesses which need to be addressed.

The Reference Referral Sub-committee offers the following outline of the strengths and weaknesses of the present network and makes recommendations for its improvement. These strengths, weaknesses and recommendations are not listed in order of importance.

STRENGTHS OF THE PRESENT REFERENCE REFERRAL NETWORK

TO BE PRESERVED AND DEVELOPED

1. Provides local patrons with access to the state's major library resources.

2. Provides a screening process which helps direct questions to the appropriate library.

3. Encourages the development of strong Area Library collections reflective of local and area needs.

4. Strengthens local libraries by offering them a way to provide needed information service at minimal direct cost to the patron. (See also "G" under "WEAKNESSES.")

WEAKNESSES OF THE PRESENT REFERENCE REFERRAL NETWORK

WITH RECOMMENDATIONS FOR IMPROVEMENT

A. **QUALITY OF SERVICE UNDER THE PRESENT NETWORK VARIES CONSIDERABLY ACROSS THE STATE.**

RECOMMENDATIONS

1. It is recommended that a standard reference referral form be developed which must be used at every level of the network. These forms should be provided by the network.

2. It is recommended that a reference procedures manual be developed to provide guidelines for participation in the network and to encourage consistent reference referral service throughout the state.

3. It is recommended that the network should develop regularly scheduled workshops to train staff, to introduce new procedures, and to help insure quality reference referral service throughout the state. The State Library, Area Reference Librarians and Area Coordinators must become a vital part of this process.

B. **CONTENT OF THE REFERENCE INQUIRY MAY BE INADVERTENTLY CHANGED AS IT IS PROCESSED THROUGH THE NETWORK.**

RECOMMENDATION

4. It is recommended that it be standard procedure for a patron's name and telephone number to be part of all information referral requests to be used as needed.

C. **REFERENCE REFERRAL SERVICES ARE TOO SLOW.**

RECOMMENDATIONS

5. It is recommended that the goal for this service be to respond to a request within 24 hours of its being placed to indicate its status to the patron and thereafter as appropriate. No request should remain inactive for a period longer than four working hours after receipt. In order to achieve this goal, library administrators and funding authorities should be made aware that speed is important and may be costly.

6. It is recommended that directories of New Jersey library resources, including special collections located in local libraries, be compiled and distributed to libraries to enable faster location of information.

7. It is recommended that specific provision for adequate telephone service, including long distance calls, be included in the budgets of Area, Resource and Research Libraries.

8. It is recommended that Area Libraries be encouraged to provide information through such computerized services as Dialog, Information Bank, etc. It is further recommended that the State Library, in cooperation with Area, Resource, and Research Libraries and/or the forthcoming regional networks, develop consistent policies and procedures for the provision of such services.

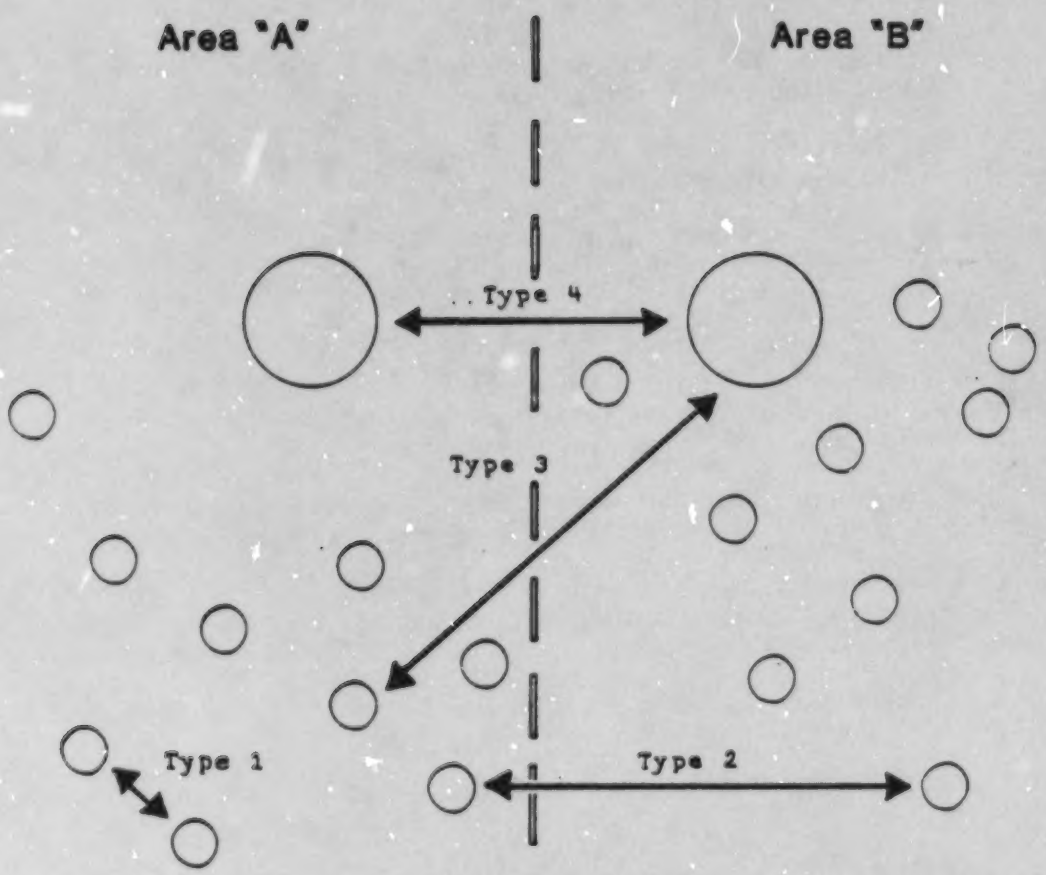
9. It is recommended that electronic information transfer facilities be encouraged and eventually required at Area Libraries to speed and enhance information handling.

D. **HORIZONTAL COOPERATION AMONG LIBRARIES IS NOT INCLUDED IN THE PRESENT NETWORK STRUCTURE.**

Questions are funneled from the bottom up through the structure outlined in Figure 1, p. 5. This lack of horizontal cooperative mechanisms creates heavier than necessary work loads at the Resource and Research Libraries resulting in slower turn-around time, less efficient use of resources and greater costs. Figure 2, p. 19, illustrates patterns of horizontal cooperation.

Figure 2

New Jersey Library Network



Horizontal Cooperation

Type 1: Among libraries in the same area.

Type 2: Among local libraries in different areas.

Type 3: Between local libraries in one area and an area library in another area.

Type 4: Between area libraries.

RECOMMENDATION

10. It is recommended that lines of horizontal communications be established through:

    -- regular meetings with staff members from all local libraries in an area.

    -- meetings with staff members from adjoining areas.

    -- a distribution routine for the sharing of printed information, i.e. bibliographies, union lists, etc.

    -- special agreements on local and regional levels, such as round robins and federations.

E. **NETWORKING STRUCTURE HAS BEEN PUBLIC LIBRARY ORIENTED.**

RECOMMENDATIONS

11. It is recommended that the State Library develop an effective information program directed at non-public libraries pointing out the advantages of participation in the network.

12. It is recommended that the network develop and coordinate projects aimed at encouraging non-public library participation.

13. It is recommended that academic, institutional, school and special libraries be encouraged to attend area meetings through the scheduling of some meetings after normal school or business hours.

14. It is recommended that Area Coordinating Council meetings include topics of interest to all types of libraries.

F. **NO STATISTICAL STANDARDS EXIST FOR ACCOUNTABILITY AT ANY LEVEL OF NETWORK SERVICE.**

RECOMMENDATION

15. It is recommended that measurements be established and a statistical package be developed to permit the evaluation of reference referral services at each level of the network. It is further recommended that a committee, formed from the members of the Protocol Committee, be established to work on this project. The services of an advisor in the field of statistics should be secured.

G. **NETWORK SERVICES MAY SERVE TO REDUCE THE COMMITMENT OF RESOURCES AT THE LOCAL LIBRARY LEVEL.**

RECOMMENDATION

16. It is recommended that minimal service and collection standards be formulated for participation in the network.

H. **NO CONSISTENT STAFFING OR BUDGETING STANDARDS EXIST FOR THE PROVISION OF REFERENCE REFERRAL SERVICES.**

17. It is recommended that specific staffing and budgeting requirements be written into all Area and Resource contracts. It is further recommended that at least one librarian be available for reference referral services for a minimum of 60 hours per week including evening and weekend hours. The schedule of hours of service in each Area and Resource Library should be developed with consideration of the hours of libraries in its service area.

18. It is recommended that specific staffing and budgeting requirements be written into each Research Library contract. It is further recommended that one person in each institution be assigned responsibility for coordinating network services.

I. **INADEQUATE SERVICE AT THE RESOURCE LIBRARY LEVEL EXISTS FOR LIBRARIES SERVED BY THE STATE LIBRARY.**

The State Library, while serving the needs of the Legislature and State Government, lacks the collection, subject specialists, and hours of service to adequately provide for the diversified information needs of the network.

RECOMMENDATION

19. It is recommended that the Newark Public Library be made the Statewide Resource Center and be given sufficient funds to enable it to carry out this role.

J. **PROTOCOLS FOR USE OF THE NETWORK HAVE NOT BEEN ADEQUATELY DEFINED.**

Some academic and special libraries bypass links in the Network going directly to Research Libraries, when either an Area Library or a Resource Library would be sufficient.

Different criteria are used by the Research and Resource Libraries for determining which requests are covered under the network contract. This has led to inappropriate uses of network services, as Research Libraries have often responded to inquiries which should have been more properly handled at other levels of the network.

RECOMMENDATIONS

20. It is recommended that reference referral protocols be developed.

21. It is recommended that all libraries participating in the network be required to follow protocols to obtain network services.

A. **SUBJECT SPECIALTIES HAVE NOT BEEN DEFINED FOR RESEARCH LIBRARIES.**

This has led to inappropriate uses of network services as Research Libraries have responded to inquiries which should have been more properly handled at other levels of the network.

RECOMMENDATION

22. It is recommended that network responsibilities of the research libraries be defined in terms of their subject specialties.

Photocopy Subcommittee

Introduction

The Photocopy Sub-committee was charged with examining photocopy services provided by the New Jersey Network. In early discussions it became evident that an examination of photocopy service without consideration of other services being provided by the Network would be of limited value. Given this limitation the sub-committee compiled statistical and cost data about photocopy services as supplied by the Area, Resource and Research Libraries in an effort to provide as accurate and complete a picture of Network photocopy transactions and costs as possible.

For the purposes of this Subcommittee, photocopy service refers to those transactions presently subsidized by the Network. Practically, the data for non-network photocopy transactions is not readily available. No single clearing-house gathers such data. However, the sub-committee believes that non-network transactions constitute a significant percentage of the photocopy transactions occurring in the State each year. This matter is addressed in our recommendations.

.....

The sub-committee began its deliberations with the following statement as a given:

PHOTOCOPY SERVICE IS NOT FREE. Photocopy service like FREE public libraries is supported by tax revenue and costs money.

The sub-committee then considered the following two positions relating to photocopy service in light of the above statement.

1. PHOTOCOPY SERVICE SHOULD CONTINUE TO BE A SUBSIDIZED SERVICE OF THE NEW JERSEY NETWORK. Photocopy, reference referral and inter-library loan are services which are supported by the New Jersey Network because they are essential for the provision of adequate library service. Although photocopy service provides a physical product which is retained by the end user - the paper copy - the cost of this physical product is negligible. The major cost component in providing any of these services (reference referral, interlibrary loan and photocopy) is the labor cost. Since we do not charge the end user for labor costs associated with reference referral or interlibrary loan services, we should not charge for photocopy service.

2. PHOTOCOPY SERVICES SHOULD CEASE TO BE A SUBSIDIZED SERVICE OF THE NEW JERSEY NETWORK. Unlike other services provided to library patrons, photocopy service provides the end users with a physical product to which they take possession. Precedent for charging for photocopy services exists. Libraries charge patrons for photocopy service. Billing mechanisms are in place at the

Research level. As a result of those practices, photocopy service IS different from referral and interlibrary loan. It IS a potential area for cost recovery of Network services.

The subcommittee has gathered information about the quantity and costs of present Network photocopy services and, based on this information, calculated a cost estimate of the total amount of Network funding which is directly expended for photocopy service. The subcommittee has also developed recommendations for future Network funding of this service.

Current New Jersey Photocopy Practice

Photocopy service is subsidized at all levels of the Network and is often provided without charge among libraries outside the Network structure.

1. "Research Library Centers are under contractual obligation with the State Library to provide photocopies to New Jersey non-profit libraries at no charge for the first twenty (20) exposures per request..." (N.J. State State ILL Code, 1973.)

2. "Area Libraries are under contractual obligation with the State Library to provide photocopies at cost to all libraries in their service area." (N.J. State ILL Code, 1973.) MOST AREA LIBRARIES PROVIDE PHOTOCOPY SERVICE AT NO CHARGE TO THEIR MEMBER LIBRARIES.

3. "Local public, school, academic and special libraries should charge for photocopies at cost as a service to other libraries participating in the code." (N.J. State ILL code, 1973.) LOCAL LIBRARY POLICIES VARY.

The meaning of the term "AT COST" has not been defined in terms of Network-provided photocopy service; however, the standard perception of the term appears to be the cost of the local coin vending operation (usually $.10).

Selected Examples of Non-New Jersey Photocopy Practices

California	No charge for the first twenty pages. No mechanism exists for charging for requests which exceed twenty pages.
Florida	No charge for photocopy services. No page restrictions apply.
Maryland	No charge for the first fifty (50) pages at five (5) backup libraries.
New York	No charge for the first twenty-four (24) pages at twelve (12) referral libraries. These libraries are reimbursed at $2.50 for each request searched. For each request which is filled they receive an additional $2.00. Each of these referral libraries also receives a block grant to provide this service. It was indicated that these reimbursement costs do not cover actual costs.

Current Photocopy Statistics (1981)

Tables 1 and 2 (pages 28 and 29) list and summarize statistics relating to 1981 Network photocopy service. These statistics were compiled at the New Jersey State Library from annual reports of Area, Research and Resource libraries.

Because of a lack of standardization, the Photocopy Subcommittee is aware that the following numbers may have resulted from different ways of counting the same items. Recognizing this the subcommittee has made two assumptions:

1. The statistics as submitted by the Area, Research and Resource libraries provide a rough estimate of photocopy activity in the New Jersey Network.

2. The cost per photocopy transaction as developed by the Rutgers University Library and the Regional Medical Library is an accurate figure. That cost per request is $6.00 and includes labor, materials and postage.

SUMMARY OF AREA LIBRARY STATISTICS

- For 1981 the 26 Area Libraries averaged 337 photocopy requests. This amounted to less than two requests per day.

- During 1981 Area Libraries filled an average of 194 photocopy requests. This amounted to an average of less than one (1) fill per day per library. Filled requests averaged eight (8) pages.

- Eleven Area Libraries (42%) reported receiving fewer than two hundred requests in 1981, for an average number of requests of less than one (1) per day.

- Only five (5) Area Libraries (19%) reported receiving more than five hundred (500) requests in 1981.

- Based on the total of 8,760 reported requests at the Area Library level and by using the $6.00 per request cost figure noted earlier, it is estimated that a total of $52,560 of the $1,943,438 expended for Area services was spent on photocopy services.

This $52,560 represents LESS THAN 3% of the monies provided to the Area Libraries to provide Area services.

SUMMARY OF RESOURCE/RESEARCH LIBRARY STATISTICS

- During 1981 there were 22,689 reported photocopy requests handled at this level of the Network.

- Based on the $6.00 cost figure per request a total of $136,134 was expended on the provision of photocopy service.

Protocol Committee

- Funding for Research/Resource level Network services were provided in 1981 at the following levels:

Resource Libraries

. Newark	$190,499	
. State Library	???	***

Research Libraries

. Newark	82,525
. Princeton	82,525
. Rutgers	82,525
. State Library	82,525
	$520,599

- Photocopy service represents approximately 26.1% of this money.

*** Of LSCA funds provided to the State Library each year, a portion is applied to improving services to the Network. An unspecified amount of this grant is applied to the provision of Resource services to the Network.

.....

COMBINED TOTALS
AREA, RESEARCH, RESOURCE LIBRARY
PHOTOCOPY EXPENDITURES

- A total of $188,694 was expended by the Network for the provision of "FREE" photocopy service.

Based on a total aid figure of $2,464,037.00 which is provided for network services, 7.7% or LESS THAN 10% OF NETWORKING MONEY IS SUPPORTING SUBSIDIZED PHOTOCOPY SERVICES.

While the $188,694 amount being used to subsidize photocopy is a significant figure, for political and economic reasons it is unlikely that this entire sum could be freed for the provision of other Network services.

Conclusions

The following recommendations of the photocopy subcommittee are based upon presently held perceptions as to the importance of Network photocopy services. As the New Jersey library community more clearly formulates goals and objectives for Network services a reexamination of photocopy service in relationship to other services would be in order.

During our discussions about Network photocopy practices the following question was raised:

What effect will a change in Network photocopy practices have on non-network entities?

The concern was expressed that if the Network ceased subsidizing photocopy service, other libraries would follow suit. This might encourage other for-fee transactions. It is a matter which needs further consideration.

Recommendations

1. Area, Research and Resource Libraries should provide no-charge photocopy services to the Network to a maximum of twenty (20) pages per filled request.

2. Photocopy services provided through Network subsidies should be provided to the intermediate and end users at no charge. (There are libraries in the State which charge the end user for all photocopies received at the library whether they were received through subsidized Network mechanisms or not. This practice needs attention.)

3. Based on the input of the New Jersey library community, the State Library should develop clearly stated and prioritized goals and objectives of the New Jersey Network.

    3.1. A standardized method of gathering data on all Network activities should be developed and a consultant hired to work with a sub-committee of the Protocol Committee in the development of a cost/benefit model to enable the analysis of these activities.

    3.2. With this prioritized statement of goals and objectives and standardized means of analyzing services being provided by the Network, the library community would have available to it a rational means for the selection of the services to be supported by the Network.

4. The following additional statistics are recognized by the photocopy subcommittee as being important for the evaluation of photocopy service and should be collected by the State Library:

    4.1. Accurate accounts of photocopy requests subsidized by the Network.

    4.2 Indication of the source of photocopy requests by type of library.

    4.3 Differentiation at the State Library and the Newark Public Library of those photocopy transactions handled at the Research and Resource level.

    4.4 Non-network supported photocopy statistics.

TABLE I

PHOTOCOPY STATISTICS
AREA LIBRARIES
1981

LIBRARY	REQSTS RCVD	FILLED	PAGES SUPLD	AVG PGS PER RQST
Atlantic City	1,045	710	4,716	6.64
Bloomfield	458	336	2,255	6.71
Burlington	1,463	672	1,672	2.49
Camden	524	429	3,480	8.11
Cape May	421	60	5,507	91.78
Cumberland	225	55	215	3.91
East Brunswick	347	208	985	4.74
East Orange	119	81	583	7.20
Elizabeth	135	123	1,350	10.98
Hackensack	179	71	1,188	16.73
Hunterdon	0	0	0	
Jersey City	143	111	682	6.14
Linden	42	32	159	4.97
Monmouth	132	128	924	7.22
Morris	1,424	1,249	6,907	5.53
Newark				
Ocean	49	22	186	8.45
Paterson	83	78	171	2.19
Phillipsburg	228	125	603	4.82
Plainfield	224	130	659	5.07
Ridgewood	110	95	385	4.05
Somerset	224	152	2,845	18.72
Sussex	278	277	632	2.28
Trenton	631	592	2,735	4.62
Wayne	179	161	743	4.61
Woodbridge	97	85	560	6.59
TOTALS	8,760	5,982	40,142	6.71

TABLE 2

PHOTOCOPY STASTISTICS
RESEARCH/RESOURCE LIBRARIES

1981

LIBRARY	REQSTS RCVD	FILLED	PAGES SUPPLIED	AVG PGS PER RQST
Newark	10,492	9,556	61,299	6.41
Princeton	3,755	2,863	19,634	6.86
Rutgers	7,253	6,570	56,594	8.61
State Library	1,189	641	8,500	13.26
Totals	22,689	19,630	146,027	7.44

Statistics Subcommittee

Goal: To standardize counting of statistics at Research, Resource and Area level in 1984 in order to measure network activity; to develop standards in 1984; and to begin to evaluate library service in 1985 using standardized statistics as one measurement.

The Subcommittee has identified 4 areas in which network statistics should be standardized and collected:

I. Reference
II. Interlibrary Loan
III. Bulk Loan
IV. Photocopy

The following report will outline, for each category, the types of statistics recommended and the frequency with which they should be collected. It is important to bear in mind that this report deals only with network activity. It does not address the issue of measuring a library's services to its own primary clientele, or its services to non-network (i.e. out of state) institutions.

I. Reference

A. Definition: a **REFERENCE TRANSACTION** is an informal contact which involves the use, recommendation, interpretation, or instruction in the use of one or more information sources, or knowledge of such sources, by a member of the reference/information staff. A question answered through utilization of information gained from previous consultation of such sources is considered a reference transaction even if the source is not consulted again.

B. Statistics to be collected at the Area Level:

1. Requests in by point of origin:
   a. Research Libraries (New Jersey State Library, Newark Public Library, Rutgers University, Princeton University)
   b. Other Area Libraries
   c. Public libraries (within Area; non-Area)
   d. School libraries (" " ")
   e. Special libraries (" " ")
   f. Academic libraries (" " ")
   g. Institutional libraries (" ")
      (libraries for patients or inmates of an institution)

   These requests are to be counted by a statistically valid sampling method.

2. Disposition of requests:
   a. FILLED - material provided, question answered, etc.
      Note: when librarian has determined that there is no answer to a question, that is in itself an answer and should be counted as filled.

b. REFERRED - request has been forwarded to another institution and has left librarian's control.
c. LOCATED - locations for material or information have been provided to requesting library.
d. REJECTED - request has been returned without processing.
e. UNFILLED - request has been returned; information or material not obtained.

C. Notes:

1. Interlibrary loan requests not verified become reference questions. When standaard verification tools such as BIP, CBI and OCLC do not yield a verification and further bibliographic work is needed, the request should be considered a reference question.

2. Photocopy provided in answer to a question is not to be considered a photocopy request; nor is it to be counted out as an ILL when it came in as a reference question.

3. Subject requests are considered to be reference questions, not ILL requests.

4. Loan of books or materials which a reference librarian elects to supply in answer to a question is recorded as a filled reference question, rather than an interlibrary loan.

D. Questions not resolved by the Subcommittee:

1. How should an Area Library handle the identification of anonymous callers? Presumably most librarians calling in would identify themselves--?

2. Area Libraries get heavy use from walk-in patrons because of their Area status. Should this traffic be counted somehow as network activity?

II. Interlibrary Loan

A. Definition: an **INTERLIBRARY LOAN TRANSACTION** is a specific author/title request for library material, with the expectation that the initiating library must return the item that has been requested. (See Notes below for clarification of photocopy provided in lieu of item.)

B. Statistics to be collected at the Area Level:

1. Requests in by point of origin:
   a. Research Libraries
   b. Other Area Libraries
   c. Public libraries (within Area; non-Area)
   d. School libraries (" " ")
   e. Special libraries (" " ")
   f. Academic libraries (" " ")
   g. Institutional libraries (" ")
      (libraries for patients or inmates of an institution)

These requests are to be counted by a statistically valid sampling method.

2. Disposition of requests:
   a. FILLED - material provided.
   b. REFERRED - request has been forwarded to another institution and has left librarian's control.
   c. LOCATED - locations for material or information have been provided to requesting library.
   d. REJECTED - request has been returned without processing.
   e. UNFILLED - request has been returned; information or material not obtained.

C. Notes:

1. Libraries should make every attempt to verify requests before forwarding them. This is part of the ILL process. Only when standard verification tools do not yield a citation and further work is required by a librarian does the request become a reference request rather than an ILL.

2. An author/title request which will accept a substitute for a specific title, if unfilled for the specific title is counted as two transactions--received/unfilled for ILL and received/(disposition) for reference.

3. Photocopy supplied in lieu of a loan is still an ILL transaction and not a photocopy request.

D. Questions not resolved by the Subcommittee:

1. At this point it is not possible to capture interlibrary loan requests between academic libraries; perhaps this activity can be measured at a later date.

2. Should colleges and universities on OCLC go first to libraries funded for network service (i.e. Research Centers) before going on to other suppliers? If so, should the Protocols Committee recommendation for Track 3 requests be amended to include this factor: "network-funded libraries"?

3. When a Research Center is the only verified location in-state, a borrowing library should be able to go direct.

III. Bulk Loan

A. Definition: BULK LOANS are multiple volume requests in special subjects supplied by the Area Library to libraries in its area.

B. Statistics to be collected at the Area level:

1. Requests in
2. Disposition of requests:
   a. FILLED
      (1) no. of books sent
   b. REFERRED
   c. UNFILLED

C. Notes:

1. Subject requests (e.g. "3 books on...") are not bulk loans but reference, and should be counted as such.

2. Foreign-language requests for specific titles (when title is known in the language) are interlibrary loans. When verification is required to translate title, it becomes a reference question. General requests for books in a foreign language are bulk loans.

IV. Photocopy

A. Definition: A **PHOTOCOPY** request is a specific request for photocopy of a particular item, with the expectation that the requesting library or the patron may keep the copy.

B. Statistics to be collected at the Area level:

1. Requests in by point of origin:
   a. Research Libraries
   b. Other Area Libraries
   c. Public Libraries (within Area: non-Area)
   d. School libraries (" " ")
   e. Special libraries (" " ")
   f. Academic libraries (" " ")
   g. Institutional libraries (" ")

   These requests are to be counted by a statistically valid sampling method.

2. Disposition of requests:
   a. FILLED - material provided.
   b. REFERRED - request has been forwarded to another institution and has left librarian's control.
   c. LOCATED - locations for material or information have been provided to requesting library.
   d. REJECTED - requst has been returned without processing.
   e. UNFILLED - request has been returned; information or material not obtained.

C. Notes:

1. Photocopy which a reference librarian elects to supply in answer to a question is counted as reference, not as a photocopy request.

2. Photocopy supplied in lieu of a loan is still an ILL transaction and not a photocopy request.

In further deliberations, the Statistics Subcommittee discussed the long-range goal of measuring the success of the network. This can be done by looking at the statistics collected and by surveying librarians and users about the level of satisfaction with the service provided. It was noted that even with a good statistical program in place, measuring non-public library activities would be very difficult. The best that can be hoped for is a relatively good picture of State-funded activities.

The Subcommittee feels strongly that statistics are only a means to an end; that what is important in the long run is the effectiveness of the network. Statistics can show what activities are occurring; they can help in establishing standards for service; they can provide a means of accountability; and they can demonstrate a need for funding. For these reasons the Subcommittee recommends implementing a uniform statistics-collecting procedure in 1984. At the same time standards of service should begin to be developed, with evaluation of network services beginning in 1985.

Procedures Subcommittee

The Procedures Subcommittee of the NJ Library Network Protocol Committee was formed in January 1983 and charged with producing a procedure manual for state-wide reference referral and interlibrary loan. In October 1983 a draft was completed for review by the Protocol Committee. (A copy of the draft follows.)

In the preparation of the draft the Subcommittee was greatly assisted by staff members of the New Jersey State Library and the Newark Public Library, who were generous both in consulting with the Subcommittee and in undertaking writing assignments for the project.

Preparation of the manual

The Subcommittee proceeded by developing an outline of topics to be covered and asking individuals to draft statements and procedures on these topics.

The work of the Subcommittee was reviewed at several meetings of the Protocol Committee throughout the course of 1983, both in the form of written drafts of portions of the manual and in the form of requests for decisions on specific procedural points raised by the Subcommittee.

Among the new network features introduced in the Reference Referral part of the manual were:

- Specific goals for response time
- Guidelines for gathering information needed by the referral library
- Direct access to Research Centers where appropriate

The Interlibrary Loan and Photocopy portion incorporated:

- Direct access approach when a single location is known
- Optimum direct route when several locations are known
- More direct control by the initiating library
- Location service at the State Library

and eliminated the round robin at the Resource/Research Centers level.

After preparing a number of preliminary drafts, the Subcommittee became convinced that the document had become an overly cumbersome one because of the variety of procedures that had to be outlined for each type of library (i.e., public and institutional, academic, special). Although some of the differences in access to the Network had been resolved in policy decisions made earlier by

the Protocol Committee, enough remained to warrant the writing of subsections for each type of library at a number of points in the manual.

To minimize this complexity and to encourage use of the document as a working manual, the Subcommittee determined that it would be best to issue two or possibly three different documents, either separately or under one cover, each written for a specific type of network participant.

Having made this decision, the Subcommittee went on to produce a draft manual for public and institutional libraries which was intended to be a model for the development of manuals for other types of libraries.

This draft, which was distributed to the Protocol Committee in November 1983, was not a congruous, polished document. It was made up of segments produced by various writers who concentrated on content rather than on achieving a particular style, or a consistent voice. It did not include directory-type information, although the Subcommittee felt that such information would need to be included as appendices in any finished document.

Review of the draft

The draft was reviewed by the Protocol Committee at a meeting held on November 3, 1983, when it was generally agreed that it should be accepted as a prototype manual and recommended for adoption as such to the State Librarian, with two provisos:

(1) One major procedural point must be resolved before the manual can be adopted. During its discussions, the Committee was unable to reach consensus on whether or not to incorporate linear lending strings and status reports into the procedure for ILL requests which are transmitted by mail. These feature are available to users of electronic ILL systems, such as OCLC, and their presence in the manual referral process is viewed as a means of providing equivalent service to users that do not have access to an electronic system.

As it is now written, the manual proposes that the borrowing library retain direct control over requests submitted by mail through all cycles, with the responding library replying directly to the borrowing library rather than forwarding the request to another institution. The procedure was developed in response to criticism of the current system in which the borrowing library has little information about the progress of a request and cannot evaluate its progress and intervene in the process when circumstances regarding the request change.

(2) The draft should have additional editorial work to clarify and refine technical points, to provide a preamble and appendices, and to develop standard forms for various procedures before it is adopted as a working document. Given the uncertainties of some features of the new NJ Network, the committee recommended that this work be delayed until a more appropriate time.

The specific editorial changes noted during the November 3 meeting are given below:

1. A preamble in which changes in the procedures are highlighted is highly desirable.

2. The title page should clearly establish the audience for which the document is intended (e.g., A manual for public libraries).

3. Descriptive captions should be used liberally and should be incorporated in an index.

4. On the General Reference and Referral Form, reconsider the advisability of listing patron sources (see scope note for "Sources already checked").

5. In introducing the sample referral forms in the reference referral procedures, note that the samples contain <u>suggested</u> information and are not intended to be exhaustive.

6. The Referral Process, 1.1.1, line 4. Revise to read: Samples illustrating the use of these forms....

6. The Referral Process, 1.1.2. Provide a sample of the other type of subject request, that is, a request for a list of books on a subject.

8. The Referral Process, 1.2.4 and 1.3.1. Resolve what seems to be a contradiction between these two items on who decides when it is appropriate to go back to the patron.

9. ILL and Photocopy Procedures, 1.1, line 4. Revise to read: After the procedure for verification has been followed, any such item can be requested...

10. ILL and Photocopy Procedures, 2. Refer to the handling of subject requests in this section.

11. ILL and Photocopy Procedures 5.1 and 5.2. Change the instruction regarding mailing labels to indicate that inclusion of a mailing label is obligatory.

The review by the Protocol Committee at the November 3 meeting was not an exhaustive one, and it was generally agreed that a thorough revision by an editor or an editorial committee was needed in order to transform the draft, which was the product of many hands, into a consistent, harmonious document.

Additional Recommendation of the Full Committee

I. The means for providing efficient interlibrary loan and reference referral services should be financially supported by the network structure. Every effort should be made to avoid charging fees to network members. A mechanism should be established to identify those situations that create an imbalance or a burden for specific network participants.

A. It is recommended that the State Library develop uniform and reliable methods of collecting data to help establish future funding patterns for network activities.

B. This data should be compiled systematically and reviewed by a funding sub-committee which should consider the following major issues:

1. The desirability of a single statewide reimbursement schedule.

2. The need for establishing reimbursement on a per transaction basis.

3. The desirability of tying actual reimbursement to performance standards.

4. The need to reimburse consistently all net lenders.

5. The means for measuring costs to all levels in order to maintain a cost-effective network.

6. The funding of delivery services.

CONCLUSION

The Protocol Committee strongly supports the provision of the best possible library service to the residents of the State of New Jersey and urges the State Librarian to implement these recommendations as quickly as possible.

PART III

NEW JERSEY LIBRARY NETWORK

REFERENCE REFERRAL

PROCEDURES

Draft, November 3, 1983

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Draft - November 3, 1983

NEW JERSEY LIBRARY NETWORK
REFERENCE REFERRAL PROCEDURES

If a reference question cannot be answered using local resources it should be referred to another library in the network. Normally, a public (non-Area, non-Resource), school and institutional library refers its reference questions to its designated Area Library. Following are sections explaining the referral process and the referral patterns.

1. THE REFERRAL PROCESS

1.1 Preparing information for a reference referral.

1.1.1 Preparing the forms.
During the reference interview, use the General Reference and Referral Form or the Art Reference Referral Form if it is more appropriate as a guide in gathering information that will be needed in the referral process. Samples of these forms with guidelines for completing them appear on the following pages. In addition, samples illustrating the use of the General Reference and Referral form in the following subject areas are provided: Music, Auto Repair, Biographies, How-to-do-it, Quotes and Poems.

1.1.2 Handling subject requests.
Avoid turning requests for information on a subject into interlibrary loan requests for specific titles. Use the General Reference and Referral Form to gather information on the level and amount of material required and its use. Handle the request as a reference referral.

1.2 Conveying the question.

1.2.1 Whenever possible, forward questions through the network by telephone or other electronic transfer method.

1.2.2 To ensure that network referral service is made available, begin a referral telephone call by stating your name, the name of the library you are calling from, and when applicable, the name of the library that referred you.

1.2.3 Because it is sometimes necessary for the referral library to clarify the question with the patron, always include patron information when referring the question.

1.2.4 Advise the referral library whether the response is to be made directly to the patron or to the originating library.

1.2.5 When telephone or other electronic transfer method is not feasible, because of the nature of the question, the nature of the background information that must be conveyed, or other facts, complete a reference referral form and forward

it through the mail to the appropriate referral library. See Section 2 REFERRAL PATTERNS.

1.3 Responding to the question.

1.3.1. The referral library will convey the answer back to the originating library, or when deemed appropriate by both libraries, to the patron by telephone or other electronic transfer process.

1.3.2 If the response is made directly to the patron by telephone, the referral library will notify the originating library of the action taken.

1.3.3 If the question is not answered within one working day, the referral library will report by telephone or other electronic transfer method to the originating library on the status of the question.

1.4 Follow-up on the referral

1.4.1 If a status report or answer has not been received within two working days, the originating library may telephone the referral library for a report.

1.4.2 If the answer, or the material received, does not satisfy the patron's needs, discuss the question with the patron to clarify the question before calling the referral library again.

2. REFERRAL PATTERN

2.1 General description.

2.1.1 Specific reference referral patterns have been established in order to provide a structured yet flexible network. The system is designed to utilize as efficiently and as fully as possible the resources and staff expertise of those libraries in the network which have contracted with the State to provide reference referral service.

2.1.2 The Network reference referral service patterns described here are not intended to replace any existing agreements between individual libraries or groups of libraries for reference service, nor are they intended to discourage the initiation of such agreements.

2.1.3 Libraries using referral methods and routes other than the ones outlined here should be aware that their questions may not be handled by the referral library as Network referrals unless a prior agreement exists between the libraries in question.

2.2 Public (non-Area, non-Resource), School, and Institutional Library Referral Pattern

2.2.1 Refer questions to your designated Area Library. (See Appendix --- of this manual for a list of Area Libraries and municipalities they serve.)

2.2.2 If the Area Library cannot answer the question or judges that another library is the most appropriate one for dealing with the question, it will normally contact the second referral library on behalf of the originating library. While it is the obligation of the Area Library to refer the questions in this manner, in unusual circumstances, both libraries may agree that the originating library should contact the second referral library directly.

2.3 Area Library Referral Pattern

2.3.1 Area Libraries refer questions to their designated Resource Center and, when appropriate, to specially designated Special Reference Services (See Appendix --- of this manual for information on the Resource Centers and the subject specialties of the Special Reference Services.)

2.3.2 For additional advice on selecting an appropriate referral library, Area Libraries may call their designated Resource Centers.

2.4 Resource Center Referral Pattern

Resource Centers refer questions to Area Library, the other Resource Centers, the Research Centers, and to the specially designated Special Reference Services. (See Appendix -- of this manual for information on Area Libraries, Resource Centers, Research Centers, and the subject specialities of the Special Reference Services.)

3. COMPUTER DATABASE SEARCHING

The suitability of using a database on an individual question will be determined by the librarian or subject specialist working on the question. Its use will be considered along with any other reference sources used. In view of the cost involved in using on-line services, a decision to limit searches as necessary may also be considered.

A direct request for computer database searches can be satisfied through referral to libraries offering fee-based service. These libraries may be contacted directly for further information on the availability of service and an estimate of costs. Consult Appendix for a list of fee-based computer services available through libraries in the state.

4. **SUBJECT REQUESTS**

A request for general information on any given subject is a reference question. In the past, subject requests have been encumbered by suggesting specific titles from Books in Print. This delays the request since other books may answer a subject request as well or better.

Therefore, it is strongly urged that you do **NOT** use Books in Print to formulate a subject request.

GENERAL REFERENCE AND REFERRAL FORM

DEADLINE DATE:_____ DATE:_____

LIBRARIAN:_____

INSTITUTION AND PATRON INFORMATION

REQUESTING INSTITUTION:

_____

CONTACT:

_____

PHONE:

_____

REFERRAL LIBRARY SHOULD NOTIFY:

_____Patron

_____Institution

PATRON INFORMATION:

Name:_____

Address:_____

_____

Phone:_____

Best time to reach:_____

REQUEST

QUESTION:

SOURCES ALREADY CHECKED:

WHERE DID PATRON HEAR OR READ ABOUT THIS?

LEVEL AND AMOUNT OF INFORMATION REQUIRED AND ITS INTENDED USE:

DISPOSITION

SOURCES CHECKED:

REFERRED TO:

FOLLOW-UP NOTES:

ANSWER:

COMPLETED BY:_____

DATE AND TIME REPORTED BACK:_____

ANNOTATED SAMPLE

GENERAL REFERENCE AND REFERRAL FORM

DEADLINE DATE:_____ DATE:_____

LIBRARIAN:_____

INSTITUTION AND PATRON INFORMATION

REQUESTING INSTITUTION:

_____

CONTACT:

_____

PHONE:

_____

REFERRAL LIBRARY SHOULD NOTIFY:

_____Patron

_____Institution

PATRON INFORMATION:

Name:_____

Address:_____

_____

Phone:_____

Best time to reach:_____

(Because it is sometimes necessary to discuss or clarify a question with the patron, this information should always be included.)

REQUEST

QUESTION: (In fullest terms possible, state patron's request.)

SOURCES ALREADY CHECKED:

(List any sources patron has checked. If this question is to be referred, list any reference sources in addition to above which you have used.)

WHERE DID PATRON HEAR OR READ ABOUT THIS?

(Did patron see it in a magazine; see it on TV; hear it from someone else? When, where, in what context, etc?)

LEVEL AND AMOUNT OF INFORMATION REQUIRED AND ITS INTENDED USE:

(What grade level; is it for an adult or child; will information be used to write a paper or build something?)

DISPOSITION

SOURCES CHECKED:

(List reference tools, subject approaches, personal contacts, etc.)

REFERRED TO:

(List other institution if question has been referred; include contact name and phone number at this institution.)

FOLLOW-UP NOTES:

(Any further action between you and the patron or the referral institution should be noted here.)

ANSWER:

(List source from which answer is found.)

COMPLETED BY: (Enter your name.)_____

DATE AND TIME REPORTED BACK:_____

BEST COPY AVAILABLE

ART IDENTIFICATION FORM

Name of Librarian: Date:

Organization (Library):

Patron's name: Telephone:

NOTE: Libraries are not authorized to give financial appraisals. Appraising is a business for professional experts.

1. Artist

2. Title 3. Date of execution

4. Is work signed or dated by artist? (or by the maker if a decorative art piece).

   Give exact inscription:

   If a print: is the work signed and numbered?

   4a. Any known biographical info. about artist?

5. Any information on back of frame or on base of the sculpture or decorative piece.

6. Medium: (If mixed media, please indicate the various techniques.)

7. Dimensions: Height x Width

   If sculpture: Height x Width x Depth

8. Description:

   a. What is the subject:

   b. Style and period. (Primitive, impressionist, realist, abstract; 19th century, 20th century, etc.)

   8a. Any biographical info. about subject of the work if a portrait, notable place, historical event, association item, etc.

9. Provenance.

   Where and when was the work acquired?

   If inherited, how long has it been owned by the inquirer?

10. Please send photo if available (Polaroid or other photo copy is of great value in searching data.)

11. What does the patron specifically want to know regarding this work?

12. Sources checked:

MUSIC AND SONGS - SAMPLE

GENERAL REFERENCE AND REFERRAL FORM

DEADLINE DATE:_____ DATE:_____

LIBRARIAN:_____

INSTITUTION AND PATRON INFORMATION

REQUESTING INSTITUTION:

_____

CONTACT:

_____

PHONE:

_____

REFERRAL LIBRARY SHOULD NOTIFY:

_____Patron

_____Institution

PATRON INFORMATION:

Name:_____

Address:_____

_____

Phone:_____

Best time to reach:_____

REQUEST

QUESTION:

Please provide:

Full title.

Name of composer, if known.

Date written or approximate time song was popular.

Type of music: popular, classical, religious, Broadway musical, children's.

Artist who sang/played song, if known.

What type of material is needed: words only, words and music, piano score, etc.

WHERE DID PATRON HEAR OR READ ABOUT THIS?

LEVEL AND AMOUNT OF INFORMATION REQUIRED AND ITS INTENDED USE:

SOURCES ALREADY CHECKED:

DISPOSITION

SOURCES CHECKED:

REFERRED TO:

FOLLOW-UP NOTES:

ANSWER:

COMPLETED BY:_____

DATE AND TIME REPORTED BACK:_____

AUTO REPAIR - SAMPLE

GENERAL REFERENCE AND REFERRAL FORM

DEADLINE DATE:_____ DATE:_____

LIBRARIAN:_____

INSTITUTION AND PATRON INFORMATION

REQUESTING INSTITUTION:

_____

CONTACT:

_____

PHONE:

_____

REFERRAL LIBRARY SHOULD NOTIFY:

_____Patron

_____Institution

PATRON INFORMATION:

Name:_____

Address:_____

_____

Phone:_____

Best time to reach:_____

REQUEST

QUESTION:

Please provide: Year, manufacturer and model number of vehicle. (Serial nos. can be helpful for identification when model no. and/or year is unknown.)

Engine model no (as opposed to engine serial no.); number of cylinders and size of engine: 6-243; type of engine: V-8, Flathead, Slant-6, etc.

Tonnage (if vehicle is a truck),

Styling—pickup, van, light duty or heavy duty (if vehicle is a truck).

Transmission—manual; automatic; 3,4, or 5 speed

Indicate if item to be repaired is original equipment or not.

WHERE DID PATRON HEAR OR READ ABOUT THIS?

LEVEL AND AMOUNT OF INFORMATION REQUIRED AND ITS INTENDED USE:

(If patron has indicated that information for previous years will suffice, please let us know. (Example: some truck wiring diagrams will be identical for several different model series, or identical for 2-3 years.)

SOURCES ALREADY CHECKED:

(Please tell us what editions of sources — particularly annuals — have been checked.)

(REMINDER: The majority of repair manuals do not circulate.)

DISPOSITION

SOURCES CHECKED:

REFERRED TO:

FOLLOW-UP NOTES:

ANSWER:

COMPLETED BY:_____

DATE AND TIME REPORTED BACK:_____

BIOGRAPHIES - SAMPLE

GENERAL REFERENCE AND REFERRAL FORM

DEADLINE DATE:_____ DATE:_____

LIBRARIAN:_____

INSTITUTION AND PATRON INFORMATION

REQUESTING INSTITUTION:

_____

CONTACT:

_____

PHONE:

_____

REFERRAL LIBRARY SHOULD NOTIFY:

_____ Patron

_____ Institution

PATRON INFORMATION:

Name:_____

Address:_____

_____

Phone:_____

Best time to reach:_____

REQUEST

QUESTION:

Give the full name and try to verify the spelling.

Indicate if the person is still living or, if the person is dead, indicate the time period in which he or she lived.

Why is/was the individual famous?

What is/was the person's occupation?

What is/was the national or ethnic background of the person?

What type of information is needed: address, birth date, brief biographical information or in-depth material?

WHERE DID PATRON HEAR OR READ ABOUT THIS?

LEVEL AND AMOUNT OF INFORMATION REQUIRED AND ITS INTENDED USE:

SOURCES ALREADY CHECKED:

DISPOSITION

SOURCES CHECKED:

REFERRED TO:

FOLLOW-UP NOTES:

ANSWER:

COMPLETED BY:_____

DATE AND TIME REPORTED BACK:_____

HOW-TO-DO-IT - SAMPLE

GENERAL REFERENCE AND REFERRAL FORM

DEADLINE DATE:_____ DATE:_____

LIBRARIAN:_____

INSTITUTION AND PATRON INFORMATION

REQUESTING INSTITUTION:

_____

CONTACT:

_____

PHONE:

_____

REFERRAL LIBRARY SHOULD NOTIFY:

_____Patron

_____Institution

PATRON INFORMATION:

Name:_____

Address:_____

_____

Phone:_____

Best time to reach:_____

REQUEST

QUESTION:

Definition of what patron wants to make, with as full a description as possible (include a picture if necessary). Please provide specific details on what an item is or does if it is uncommon or goes by a commercial name (e.g., "lava lamp").

Capacity or size (rocking horse for a child; 2-ton trailer).

Materials to be used.

Home or commercial scale production?

Can patron work from diagrams or pictures?

Is patron interested in information about kits available?

Are instructions needed on specific areas (use of adhesives; steam-bending of wood)?

WHERE DID PATRON HEAR OR READ ABOUT THIS?

LEVEL AND AMOUNT OF INFORMATION REQUIRED AND ITS INTENDED USE:

Level of expertise (experienced electrician; beginning carpenter).

SOURCES ALREADY CHECKED:

DISPOSITION

SOURCES CHECKED:

REFERRED TO:

FOLLOW-UP NOTES:

ANSWER:

COMPLETED BY:_____

DATE AND TIME REPORTED BACK:_____

QUOTES AND POEMS - SAMPLE

GENERAL REFERENCE AND REFERRAL FORM

DEADLINE DATE:_____ DATE:_____

LIBRARIAN:_____

INSTITUTION AND PATRON INFORMATION

REQUESTING INSTITUTION:

_____

CONTACT:

_____

PHONE:

_____

REFERRAL LIBRARY SHOULD NOTIFY:

_____Patron

_____Institution

PATRON INFORMATION:

Name:_____

Address:_____

_____

Phone:_____

Best time to reach:_____

REQUEST

QUESTION:

Context: Does the quote/poem relate to sports, business, etc.? Is the quote used ironically? Is the poem serious or comic?

Source: Did your patron hear someone use this on TV? Is it something remembered from childhood?

Possible Author: If your patron gives you any ideas/guesses as to the author's identity, please pass them on.

Also, please read your quote or poem to make sure it makes sense. If it is a fragment, more descriptive information might be necessary. Generally speaking, you can never give too much information to work with on quote and poetry questions.

WHERE DID PATRON HEAR OR READ ABOUT THIS?

LEVEL AND AMOUNT OF INFORMATION REQUIRED AND ITS INTENDED USE:

SOURCES ALREADY CHECKED:

We may think of additional subject heading possibilities, but we need a place to start. In addition to sources already checked, subject headings also used would be helpful to know to avoid duplication.

DISPOSITION

SOURCES CHECKED:

REFERRED TO:

FOLLOW-UP NOTES:

ANSWER:

COMPLETED BY:_____

DATE AND TIME REPORTED BACK:_____

PART IV

NEW JERSEY LIBRARY NETWORK

INTERLIBRARY LOAN

AND

PHOTOCOPY

PROCEDURES

Draft, November 3, 1983

Draft, November 3, 1983

NEW JERSEY LIBRARY NETWORK

ILL AND PHOTOCOPY PROCEDURES

1. What can be requested

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    1.2 Alternatives to ILL
    1.3 Subject requests
    1.4 Items missing or in use at the borrowing library
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2. Interviewing the patron

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4. Where to submit the request

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    4.2 Initial selection of a lending library
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    4.4 Using the Location Service

5. Preparing requests

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    5.4 OCLC requests
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6. Network Referral Form

7. Observing the copyright law

    7.1 Fair use
    7.2 Additional rights granted in Section 108
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8. Responding to requests

    8.1 Loan policy
    8.2 Where to send material and responses
    8.3 Response time
    8.4 Negative responses

NEW JERSEY LIBRARY NETWORK

ILL AND PHOTOCOPY PROCEDURES

1. WHAT CAN BE REQUESTED

1.1 Scope

It is assumed that every library will provide for the recurring needs of its patrons by building the local collection to meet those needs. There are occasions, however, when a need arises for which material cannot be supplied from the collection. Any such item, after verification in a standard bibliography, can be requested on interlibrary loan or as a photocopy from another library in the New Jersey Network.

1.2 Alternatives to ILL

The borrowing library should bear in mind that if the item that is requested constitutes reference material or is likely to be in heavy use at the lending institution, the chances for a successful ILL transaction are very slim. Avoid submitting such requests, unless prior agreements with other libraries cover the lending of this type of material, so that efforts of staff engaged in ILL activity throughout the state can be concentrated on ILL requests that can be successfully filled. Alternatives such as on-site use of reference materials at another library, local purchase of material, and photocopy, should be discussed with the patron in such instances.

1.3 Subject requests

If the patron can use any material in a certain language or subject, or at a particular reading level, the matter should be treated initially as a reference request. See instruction under: Reference referral: subject requests.

1.4 Items missing or in use at the borrowing library

Locally owned items that are missing, in use by another patron (who does not respond to a recall notice within a reasonable length of time), or otherwise not available or accessible to the patron, may be requested on interlibrary loan.

1.5 Photocopy requests

When the material needed by the patron is a portion of a larger work, such as a chapter in a book, or an article in a newspaper or periodical, a request for a photocopy may be more practical than a request for a loan of the material. The choice is governed by whether or not the material is likely to be non-circulating at the lending institution (e.g., periodicals and newspapers, reference works) and whether the request conforms to copyright law (See Section 7 for guidance in this area).

The procedure for handling both photocopy and ILL requests is described in Section 4, Where to Submit Requests.

Since a charge for the photocopy may be incurred, depending on the extent of the material needed and the fees of the library filling the request, the question of payment should be discussed with the patron at the time the request is initiated.

2. **INTERVIEWING THE PATRON**

Before initiating an interlibrary loan, talk to the patron if possible to clarify the following points:

-Does the patron need the specific title, or information on a topic?
-What is the patron's deadline (after which the information is of no use)?
-What is the maximum amount the patron is willing to pay (if there is a charge)?
-Where did the patron hear about the title?

3. **VERIFYING THE REQUEST**

When you have decided that an interlibrary loan or photocopy request is the best answer to your patron's need, the first step is to verify the fullness and accuracy of the citation in available reference tools. If you cannot verify the item, make a note of the sources checked so you can include this information when you are preparing the request. (See 5. Preparing requests).

4. **WHERE TO SUBMIT THE REQUEST**

4.1 General

If the reference tools in your library yield no information about which library or libraries own the material you need for your patron, submit your request to your area library. The area library staff will search for this ownership information (known as "location information") and forward the request to a potential supplier. The paragraphs that follow, under 4.2: Initial selection of a lending library, outline this process in greater detail and provide for instances in which you do have location information available locally.

The procedures in this manual are intended to cover requests submitted to libraries in the NJ Library Network. While it is desirable to exhaust the local network before turning elsewhere, there are circumstances under which a NJ library may decide to submit a request directly to an out-of-state library. For example, if the available location tools have not identified any NJ location, the request may be directed to an out-of-state library immediately.

For information on submitting requests to an out-of-state library see the national ILL code and relevant information sources on procedures, cost, etc., or consult either your area library staff or your resource library staff.

4.2 Initial selection of a lending library

Selection of a potential lending library depends on the location information available to the borrowing library. The borrowing library may proceed along one of the three tracks described below, depending on whether it has two or more locations to choose from, only one location, or no locations.

- Two or more New Jersey locations are identified

When more than one NJ location is identified, the borrowing library should choose the optimum direct route in selecting the first library to which to submit the request or in setting up a lender string on an OCLC ILL subsystem request. Factors such as geographic proximity, local document delivery networks, joint participation in electronic ILL systems or local ILL networks, as well as past performance of the lender, will influence this choice. Other factors influencing the decision may be fees, the number of requests previously submitted to the lender, and the specialties of the lending library in relation to the type of material being requested.

All other things being equal, libraries under contract to the State to provide ILL service to the NJ Network should be chosen in preference to other institutions.

- One New Jersey location is identified

When only one NJ location is confirmed through the available location tools, the request should be sent directly to that library.

- No New Jersey locations are known

If you have an out-of-state location, you may send the request directly to that library. If you do not choose to send the request to an out-of-state location, send the request to your area library.

The area library will fill the request if possible but if it cannot fill it or find any appropriate location information,* it will submit the request to the Location Service at the New Jersey State Library.

If the area library finds a New Jersey location (or locations), it records the information on the request form and, if appropriate, forwards the request on behalf of the borrowing library to that location.

If only out-of-state locations are found the area library may either forward the request to one of the locations on behalf of the borrowing library or return the request to the borrowing library. In the latter instance the borrowing library may send the request to one of the out-of-state locations or may submit the request to the Location Service at the State Library for an exhaustive search for locations. (See section 4.4 for information on the Location Service.)

*Area libraries who do not have direct access to major location tools, such as OCLC, will arrange with their Resource Library to have appropriate searching carried out as part of this process.

- No locations are known
Send the request to your area library.

The area library will fill the request if possible but if it cannot fill it or find any appropriate location information,* it will submit the request to the Location Service at the New Jersey State Library.

If the Area Library finds location information it proceeds as above under No New Jersey locations are known.

4.3 Resubmitting an unfilled request
If the library to whom the request is sent or referred cannot fill it, that library returns the request to the borrowing library.

As the borrowing library, you may decide to pursue the request further by sending it, in turn, to other known location(s) until the request is filled. If the request is being sent by mail a new ALA form must be typed each time the request is submitted to another library.

When you have exhausted all known locations, submit the request to your area library for additional location information if you have not already done so.

If your request has already been processed by your area library, submit it directly to the Location Service for a further search for locations. (See section 4.4 for information on the Location Service.)

In either case be sure to include a Network Referral Form (NRF) if you mail the request to the Location Service. The NRF should indicate the location tools searched and the libraries to which the request has already been submitted and their responses. (See section 6 for more information on the Network Referral Form.)

4.4 Using the Location Service
The Location Service at the New Jersey State Library is a last resort for finding location information. Consult all location tools available locally, and follow the procedures outlined in 4.1-4.3 above before contacting the Location Service.

You may submit requests by mail in the form of ALA forms or MAC/COM print outs, or you may phone in your requests.

If you submit by mail include an NRF indicating whether or not the request is to be forwarded. The NRF should also note locations previously tried and the results.

If you submit requests by phone, please limit your request to no more than six per day. Exceptions to this rule will be considered on an individual basis.

*See footnote, page 61.

- Book Location Service:

Lending Services (609) 292-6248
New Jersey State Library
185 W. State Street
Trenton, NJ 08625-0520

- Periodical and Conference Proceedings Location Service:

Reference Referral Office (609) 292-6282
New Jersey State Library
185 W. State Street
Trenton, NJ 08625-0520

When a request is submitted to the Location Service, the State Library holdings are checked and the request is filled if the material is owned and available.

If the material is not available, the Location Service identifies locations through a search of appropriate bibliographic data bases and tools.

The information is reported back by phone or mail, depending on how the request was originally submitted. In the case of ALA forms, the request will be forwarded to a known NJ location if you have indicated this choice on the NRF.

5. PREPARING REQUESTS

5.1 ALA Interlibrary Loan Form

This form has been designed to allow space for all information necessary to identify any specific bibliographic record. Its format is flexible enough to permit requests for nontraditional items as well. The key to effective use of this form is accurate information, properly inserted.

Requests should always be neatly typed, one title per form. The last sheet (Copy D) is your record of the transaction and should be retained for your files.

A mailing label should always be included as a courtesy to the lending library.

NOTE: Since locations are now automatically provided, the instruction "LOCATE" is no longer necessary.

A properly completed form should include the following information: (numbers refer to sample on page 68.)

1. **Date of request.** This is the date it was typed.

2. **"Not Wanted After" (NWA) date.** This is the patron's own deadline. If none, write "NWA indefinite."

3. **Special instructions and information.**
   - "Reserve." If the book is in circulation and you are willing to wait until it is returned, you may ask for a

reserve if the lending library accepts reserve requests.

- "Do not refer." If you do not want your request forwarded beyond the Area Library, note this instruction on the form. Ordinarily the Area Library will forward any request it cannot fill.

- "Juvenile." If a book is known to be a children's title, you should note this fact. It is helpful to the State Library staff if the request is forwarded there.

- "Maxcost." To avoid unexpected charges for shipping and handling of photocopy in lieu of the item, indicate the maximum cost you (or your patron) are willing to pay.

- Other. This space may be used for other special notes, such as "Missing at Rutgers."

4. Call number. If you know the lending library's call number, write it in this space.

5. Borrowing library name and address. Supply the name and complete mailing address of the library to which the book should be sent.

6. Patron information. Fill in if you find this useful.

7. Author. This is the main entry by which the item is cataloged. If it is a personal name, include the full information, last name first. Corporate authors should be spelled out in the format in which they would appear in a catalog.

8. Title. The title should be as full and correct as possible. Also include in this space the place of publication, publisher's name, publication (or copyright) date, and edition, if known. In the case of a government document, the Superintendent of Documents(SuDoc) number may be inserted here as well.

9. Edition requested. If only the specific edition stated in space #8 is acceptable, check the box marked "This edition only."

10. Verified in (or item cited in). Indicate the bibliographic source in which the book was listed, including volume, year, and page, or ID number if verified in a database. Some standard sources of verification include:

    Books in Print (BIP)
    Cumulative Book Index (CBI)
    State Library/Newark COM catalog (NJL/NPL COM)
    OCLC
    American Book Publishing Record (BPR)
    National Union Catalog (NUC)

If the book cannot be verified in the standard bibliographic tools that your library owns, note which sources you have checked. EXAMPLE: BIP 1983 - o; OCLC -o. NOTE: The borrowing

library must indicate the source of the citation if no verification was found. EXAMPLE: "Cited on dust jacket of book Night Flight, by same author, copyright 1953."

11. **Lending library name and address.** When submitting a request to a known location other than your Area Library, fill in the full name and address of the lending library here. Otherwise, leave this space blank.

12. **Authorized by.** The request should be signed legibly by a librarian or staff member who is authorized to request loans. In case of any problem, the lending library will know whom to contact.

5.2 **ALA Photoduplication Request Form.**

You may request photocopy on either a standard ALA interlibrary loan request form or an ALA photoduplication order form. The latter, easily recognizable by its blue top sheet, is specifically designed for photocopy requests. Whichever form is used, requests should be neatly typed, one title or journal article per form. The last copy is your record of the transaction.

A mailing label should always be included.

A properly completed form should include the following information: (Numbers refer to sample on page 69.)

1. **Date of request.** This is the date it was typed.

2. **Order No.** Some libraries use a numerical system to keep track of requests sent or received. Fill in if you find useful.

3. **Requesting library name and address.** Supply the name and complete mailing address of the library to which the photocopy should be sent.

4. **Patron information.** Fill in if you find this useful.

5. **Author, or periodical title.** When you request photocopy from a periodical, use this space for the periodical title, the volume and the date of the issue needed. Avoid using an abbreviated title whenever possible. If a journal is known by an initialism, indicate the full name after the initials in parentheses. NOTE: If you cannot find what an abbreviated title stands for, use the abbreviation. Do not guess at the full title.

   When you are requesting photocopy from a book, use this space for the main entry of the work as a whole: that is, the author's name (last name first), or the corporate entry under which the item would be cataloged.

6. **Title.** For periodicals, fill in the author of the article (if any), the title of the article, and the inclusive paging if

known. In the case of a newspaper article, be sure to include the page and column in which the article appears. When the request is for a section of a book, be sure to give the title of the book first, and then the author of the excerpt (if different from the main entry), chapter title (if applicable) and inclusive paging. Publisher and date of publication should also be included.

7. **Verified in (or item cited in).** Both the title of the periodical and the article should be verified whenever possible. If the article was cited in a standard index, note the volume and page of the index; otherwise, indicate your patron's source of information. The periodical title itself may be verified in such sources as:

   Union List of Serials (ULS)
   New Serial Titles (NST)
   New Jersey Union List of Serials (NJULS)
   Ulrich's International Periodicals Directory

8. **Location source.** If you have located the journal at a particular library, you should indicate in this space where you found that location. EXAMPLE: NJULS - EBPL.

9. **Type of copy desired.** The terms "photoprint" and "hard copy" refer to a paper print of the requested material; "microfilm" to a copy made on film or fiche. Indicate your preference.

10. **Cost.** To avoid unexpected photocopy charges or delays in filling the request, indicate the maximum amount you (or your patron) are willing to pay.

11. **Supplying library name and address.** When submitting a request to a known location other than your Area Library, fill in the full name and address of the lending library here. Otherwise, leave this space blank.

12. **Copyright compliance.** If your request falls within the CONTU guidelines, check the box marked "108 (g)(2) Guidelines (CCG)." If one of the other provisions of the law, such as "fair use," applies, check the box marked "Other provisions of copyright law (CCL)." (See Section 7, Observing the Copyright Law, for a discussion of these two options.) NOTE: It is not legal for a library to honor a photocopy request unless copyright compliance is indicated.

13. **Authorized by.** The request should be signed legibly by a librarian or staff member who is authorized to request photocopy.

5.3 MAC Printout

Every Area Library has a microfilmed copy of its Resource Center's card catalog, referred to as the MAC (Micro-Automated Catalog). The MAC is updated with a microfiche supplement that includes both Resource Centers' new acquisitions interfiled together. This fiche supplement is called the NJL/NPL COM Catalog.

Printouts may be made from either the MAC or the COM and used as interlibrary loan requests to the Resource Centers. Printouts will not be forwarded beyond the Resource Centers unless an ALA form is attached. You must include:

(Numbers refer to samples on page 70 and 71.)

1. Your library's name and address.
2. Date of request.
3. "Not wanted after" (NWA) date.
4. "Reserve." If the book is in circulation, and you are willing to wait until it is returned, you may ask for a reserve if the lending library accepts reserve requests.
5. Mailing label.

Printouts must be legible. If several entries appear on one printout, the one being requested must be clearly identified.

Printouts will not be forwarded or located beyond the Resource Centers unless an ALA form is filled out and attached.

5.4 OCLC Requests

When you are using the OCLC ILL subsystem and have more than one location, follow the procedure outlined in Section 4.2.

5.5 "Rush" telephone requests

Some libraries will accept "rush" ILL requests by telephone. See Appendix for library policies on this subject. (NOTE: This Appendix has not been compiled.)

Sample , interlibrary loan form

Date of request: 1/21/81 (1)

Not needed after: 4/12/81 (2)

Requester's order no. (3) RESERVE

Call No. (4)
Nj
301.412
Mor

(5)
Your Library Name
Street Address
P.O. Box #
City, State, Zip

A REQUEST

For use of Weaver (6) Status Dir. Dept.

Book author: OR: periodical title, vol. and date

(7) Morgan, Robin

Book title, edition, place, year, series: OR: periodical article author, title, pages. (9) ☐ This edition only.

(8) Going too far: the personal chronicle of a feminist. N.Y., Random, 1977

Verified in: OR: Item cited in CBI 1977, p. 1629 (10)

ISBN, or ISSN, or LC card, or OCLC, or other number if known ____

If non-circulating, & cost does not exceed $____, please supply ☐ Microfilm ☐ Hard copy

(11)

Request complies with
☐ 108(g) (2) Guidelines (CCG)
☐ other provisions of copyright law (CCL)

AUTHORIZED BY: Your Name (12)
(FULL NAME) Title Head, ILL

Request for ☐ LOAN or ☐ PHOTOCOPY
According to the A.L.A. Interlibrary Loan Code

REPORTS: Checked by

SENT BY: ☐ Library rate ☐ ____

Charges $ ____ Insured for $ ____

Date sent ____

DUE ____

RESTRICTIONS: ☐ For use in library only

☐ Copying not permitted ☐ ____

NOT SENT BECAUSE: ☐ In use ☐ Not Owned

☐ Non Circulating

☐ Request of ____

Estimated Cost of: ☐ Microfilm ____ ☐ Hard copy ____

BORROWING LIBRARY RECORD:

Date received ____

Date returned ____

By ☐ Library rate ☐ ____

Postage enclosed $ ____ Insured for $ ____

RENEWALS: ☐ No renewals

Requested on ____

Renewed to ____ (or period of renewal)

Note: The receiving library assumes responsibility for notification of non-receipt

68

70

71

Sample + Photoduplication Request Form

LIBRARY PHOTODUPLICATION ORDER FORM

(Reproduction of Library Materials Section, RTSD, American Library Association, 1978)

Date of request: 2/3/81 (1) Order nos. (Requester's) 81-12 (2) (Supplier's) _____

Call no.

Requester address:

(3) Your Library Name
Street Address
P.O. Box #
City, State, Zip

For use of: Petersen (4) Status: Dept.:

AUTHOR (or periodical title, vol., & year)

(5) HARPER'S BAZAAR, vol. 114, Dec. 1979

TITLE (with author & pages for periodical articles) (incl. edition, place & date) ☐ This edition ONLY.

(6) Greenberg, E. & M. "Christmas cheers: Italian wines for holiday drinking." p.40+

Verified in (or source of reference, including volume, year and pages)

Location Source: Readers Guide 1979-80, p. 1521; NJULS (7) (8)

REQUEST: (9) ☐ Microfilm ☒ Photoprint ☐ Other _____

PROCEED IF ORDER DOES NOT EXCEED $ 5.00 (10) Special instructions:

Supplier's address:

(11) Supplying Library's Name
Street Address
P.O. Box #
City, State, Zip

Request complies with
☐ 108(g)(2) Guidelines (CCG)
☒ other provisions of copyright law (CCL) (12)

AUTHORIZED BY: _____ (Signature)

NAME & TITLE: H. James, Libn. (13)

C. SUPPLIER'S ACCOUNTING RECORD

TRANSACTION

Date: _____ Reported by

☐ **REQUEST CANCELLED BECAUSE:**
- ☐ Not owned by Library.
- ☐ Publication not yet received.
- ☐ File is incomplete.
- ☐ Other:

☐ **REQUEST WILL BE DELAYED BECAUSE:**
- ☐ Need additional information:
- ☐ Please verify your reference.
- ☐ In use/At bindery. ☐ Missing.
  - ☐ Hold/Search placed.
  - ☐ Please request again.
- ☐ Other:

☐ **COST ESTIMATE HEREWITH FOR:**
- Microfilm $_____
- Photoprint $_____
- ☐ Please pay in advance.
- ☐ Please do NOT pay in advance.

REQUESTER'S AUTHORIZ. TO
- ☐ PROCEED.
- ☐ CANCEL.

_____ (Signature)

☐ **COMPLETED WORK ENCLOSED.**
- ☐ Invoice attached.
- ☐ Do NOT pay until invoiced.

Printed in U.S.A.

Sample, MAC printout

Your Library Name ①
Street Address
PO Box
City, State, Zip

6/17/83 ②

NWA: 9/17/83 ③

PLS. RESERVE ④

625.1 Williams, Guy R.
Wil The world of model trains [by] Guy R. Williams. Putnam [1970]
256 p. illus. (part col.), ports. (part col.)

Bibliography: p. 245.

1. Railroads-Models. I. Title

Sample, NJL/NPL COM Catalog printout

Your Library Name (1)
Street Address
PO Box
City, State, Zip

(2) 6/17/83

(3) NWA: 9/17/83

(4) Please Reserve

HALL, RAYMOND L.
Black separatism and social reality: rhetoric and reason / editor, Raymond L. Hall. New York: Pergamon Press, [1977- vol. 290 p.; 31 cm. (01863439) [75-034419]
NPLA 326.2973 B563

HALL, RAYMOND L.
Black separatism in the United States / Raymond L. Hall. Hanover, N.H.: Published for Dartmouth College by the University Press of New England, 1978. x, 304 p.; 24 cm. (03981117) [77-075515]
Includes index.
Bibliography: p. [265]-271.
1. Black nationalism. 2. Pan-Africanism. I. Title.
NJLR 301.451 Hal

HALL, RICHARD B.
Promotion and Promotion of Public Library Facilities (1980: New York)
Facilities, funding, finesse: proceedings / of the ALA 1980 New York Conference Program: Financing and Promotion of Public Library Facilities; sponsored by Buildings and Equipment Section, Architecture for Public Libraries Committee of the Library Administration and Management Association; Richard B. Hall, editor; authors: Richard L. Waters ... [et al.]. Chicago: American Library Association, 1982. 40 leaves; 28 cm. (08740336)
NJLR 027.4 Fin

HALL, RICHARD B.
LSU: the library space utilization methodology / by Richard B. Hall. Champaign: University of Illinois Graduate School of Library Science, 1979. 28 p.: ill.; 28 cm. (Occasional papers - University of Illinois Graduate School of Library Science; no. 141) (06030848)
Caption title.
Bibliography: p. 28.
1. Libraries—Space utilization. 2. Library architecture. I. Title. II. TITLE: The library space utilization methodology. III. SERIES: University of Illinois at Urbana-Champaign. Graduate School of Library Science. Occasional papers; no. 141.
NJLR 022 Hal

HALLE, LOUIS JOSEPH, 1910-
The society of man, by Louis J. Halle. New York, Ha & Row [1965] 203 p. 23 cm. (00939573) [65-018935]
Bibliographical footnotes.
1. Political science. 2. Social psychology. 3. International relations—Psychological aspects. I. Title.
NJLR 327.01 Hal

HALLE, LOUIS JOSEPH, 1910-
Spring in Washington. With a foreword by Roger Tory Peterson. Illus. by Francis L. Jaques. Decennial ed. York, Harper [1957] 234 p. illus. 22 cm. (01462190) [56-012234]
1. Natural history—Washington, D. C. 2. Natural history—Outdoor books. 3. Birds—District of Columbi I. Title.
NJLR 574.975 Hal

HALLE, LOUIS JOSEPH, 1910-
The storm petrel and the owl of Athena, by Louis J. Halle. Princeton, Princeton University Press, 1970. x 268 p. illus., maps, 23 cm. (00082089) [76-100356]
Bibliography: p. [257]-258.
1. Birds. I. Title.
NJLR 598.2 Hal

HALLE, MORRIS
Chomsky, Noam.
The sound pattern of English [by] Noam Chomsky [and Morris Halle. New York, Harper & Row [1968] xiv, 470 27 cm. (00317361) [67-023446]
NJLR 421.5 Cho

HALLE ORCHESTRA.
Sibelius, Jean, 1865-1957.
[Orchestra music. Selections. [Sound recording] Finlandia, and other favorite music, by Jean Sibeli Seraphim S-60208. [197-] (03573984)
NPLA SOUND RECORDINGS

HALLECK, SEYMOUR M.
Halleck, Seymour L.
Law in the practice of psychiatry: a handbook for

BEST COPY AVAILABLE

6. NETWORK REFERRAL FORM (NRF)

This form is a set of instructions to the Location Service at the New Jersey State Library. It indicates the extent of searching to be done and the routing the request is to follow. It is also a report back to the borrowing library. (This form is not necessary for phoned or electronically transmitted requests.)

6.1 When to use this form

This form may be attached to a request by either the borrowing library or the Area Library when:

a. No locations have been found for the title after a search of all bibliographic tools at the Area level (including OCLC); or when

b. all appropriate locations have been tried without success.

In these cases the borrowing library or the Area Library may forward the request to the Location Service at the New Jersey State Library for an exhaustive location search.

6.2 How to use this form

1. Attach a Network Referral Form to each request that you are mailing to the Location Service.
2. Note in the section marked "Location Tools Checked" all sources that have already been searched, e.g. OCLC, NJULS.
3. Note in the section marked "Locations tried and responses" all libraries to which the request has already been sent, and the responses received. EXAMPLE: "NPL - missing; BER - in circ."
4. Check the option that you would like the Location Service to pursue. If you want your request forwarded to any NJ Location found, check this option. If you are willing to have your request forwarded out of state, check the second option. If you want locations only, check the third option and the Location Service will return the request to you with a list of the locations found.

Sample, Network Referral Form

NETWORK REFERRAL FORM

This section for use by borrowing library

Location tools checked:

Locations tried and responses:

Instructions to Location Service:

___Forward to a NJ library if location found

___Forward to a NJ or out-of-state library

___Return to borrowing library with locations

This section for use by Location Service

NPL_____

NJR_____

PUL_____

RLIN ID#_____LOCS:_____

OTHER:

Note to supplying library: If you cannot fill this request, please return it to the originating library.

7. OBSERVING THE COPYRIGHT LAW

On January 1, 1978, the new U.S. copyright law went into effect.* This discussion will be limited to two of its provisions that are especially relevant to interlibrary photocopying, Sections 107 and 108, and to the CONTU Guidelines.

NOTE: This discussion is intended as a general guide to the provisions of Sections 107 and 108 only. It is in no way to be considered a legal interpretation of the copyright law, nor is it an exhaustive consideration of all its provisions. Librarians are referred to the law itself and to legal counsel for further guidance.

7.1 Fair use (Section 107)

Most copying done by libraries directly for patrons or indirectly through interlibrary loan is covered by the provisions in Section 107, which preserves the long-established judicial doctrine of "fair use." Under Section 107, reproduction of copyrighted material

> for purposes such as criticism, comment, news reporting, teaching (including multiple copies for classroom use), scholarship, or research, is not an infringement of copyright. In determining whether the use made of a work in any particular case is a fair use the factors to be considered shall include--
>
> (1) The purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit educational purposes;
> (2) the nature of the copyrighted work;
> (3) the amount and substantiality of the portion used in relation to the copyrighted work as a whole; and
> (4) the effect of the use upon the potential market for or value of the copyrighted work.

When a photocopy request falls under this provision, it is in compliance with the copyright law ("CCL") and should be so identified on the request form. (See 5.2, ALA Photoduplication Form, item #12.)

7.2 Additional Rights Granted in Section 108

Section 108 of the copyright law grants libraries additional rights to reproduction of copyrighted materials beyond the "fair use" provisions of Section 107.

For those libraries meeting the criteria defined for Section 108, the additional rights include reproduction of archival material for the purposes of preservation and security, or for deposit in another library for research use

*U.S. Copyright Law of 1976, Title 17, U.S.C. (1977).

(108(b)); and reproduction to replace lost or damaged works that are not obtainable at a fair price (108(c)). Subsections (d) and (e) allow, under certain conditions, the reproduction of an article or small excerpt, or an entire work or substantial portion if the item is out of print and cannot be obtained at a fair price.

7.3 Restrictions on Systematic Reproduction

Much of the confusion surrounding the copyright law in its relation to libraries comes from Section 108(g) (2). This provision states that the rights of reproduction descibed in Section 108 (d) do not extend to cases where the library or archives, or its employee...

> engages in the systematic reproduction or distribution of single or multiple copies or phono-records of material described in subsection (d); provided, that nothing in this clause prevents a library or archives from participating in interlibrary arrangements that do not have, as their purpose or effect, that the library or archives receiving such copies or phonorecords for distribution does so in such aggregate quantities as to substitute for a subscription to or purchase of such work.

The difficulty of defining such "aggregate quantities" of copying as to substitute for outright subscription or purchase led to the development of the "CONTU Guidelines" (named for the National Commission on New Technological Uses of Copyrighted Works). These guidelines are intended only as a workable definition of, and guide to, Section 108 (g) (2), and are subject to judicial interpretation.

The rule of thumb presented in the CONTU Guidelines states that a library should not, within one year, request more than five articles published within the past five years in any one journal. If the articles were published more than five years before the date of the request, the Guidelines do not apply.

In the case of a book, no more than five requests should be made for photocopy from any one book over the entire period in which it is protected by copyright.

Requests that comply with the restrictions of Section 108 (g) (2) and the Guidelines should be so identified on the request form. (see Sec. 5.2, ALA Photoduplication Form, item #12.)

NOTE: A request that does not fall within the provisions of Section 108 may still come under the "fair use" provision of Section 107. If it does not fit in either category, nor any of the others defined in other sections of the law, the requestor should apply to the copyright holder for permission to copy the material.

8. RESPONDING TO REQUESTS

8.1 Loan policy

Within the framework of the loan policy established by your library it is desirable to be as liberal as possible in decisions on interlibrary loans. Whenever possible consider the nature of the material, its physical condition, and local use on a case by case basis rather than denying loans of whole groups or types of materials.

Consider supplying a photocopy when a loan of the material is not feasible.

8.2 Where to send material and responses

If you can supply the material, send it directly to the library that originated the request.

If you are unable to fill the request send your response directly to the library that originated the request.

8.3 Response time

Respond to the request as soon as possible. A normal time frame is considered to be four working days.

Do not hold the request if the material is in circulation or otherwise not immediately available unless you have been asked specifically to "reserve" the title and it is your policy to accept reserves.

8.4 Negative responses

If there is not a block on the ALA form that states clearly the reason why you cannot supply the material, spell out your response in as full and clear a fashion as possible, e.g., "Missing after inventory," "Lost 1973." Specificity helps the requestor judge whether or not the material might be available at a later date. Avoiding abbreviations such as "NOS" means your response is less likely to be misinterpreted.

PART V:

FOOTNOTES AND APPENDICES

FOOTNOTES

1. New Jersey. Commission to Study Library Services in New Jersey. Better Libraries for New Jersey: Final Report of the Commission to Study Library Services in New Jersey. Trenton, 1956. p. 15.

2. New Jersey Library Association. Library Development Committee, Subcommittee on Historical Development. Library Development in New Jersey: The Historical Background. 1973. Mimeographed. p. 16.

3. Lowell A. Martin and Mary V. Gaver, Libraries for the People of New Jersey: or, Knowledge for All. New Jersey Library Association, Library Development Committee. New Brunswick, New Jersey. November 1964. p. 4.

4. New Jersey. County and Municipal Government Study Commission. The Development of Libraries and Networks: Prospective Roles and Responsibilities for Libraries in New Jersey. Nineteenth Report. Trenton, June, 1980. p. 30.

5. Ibid. p. 2.

6. Ibid. p. 61.

7. Ibid. p. 61.

8. Henry J. Michniewski, Area Reference Libraries and the Library Services and Construction Act. Memorandum. January 13, 1965. (See Appendix I-F.)

9. Lowell A. Martin and Mary V. Gaver op.cit. p. 51-52.

10. Ibid. p. 55.

APPENDIX I

BIBLIOGRAPHY

Martin, Lowell A. and Gaver, Mary V. Libraries for the People of New Jersey or Knowledge for All. New Jersey Library Association, Library Development Committee. New Brunswick, New Jersey. November 1964.

New Jersey. Commission to Study Library Services in New Jersey. Better Libraries for New Jersey: Final Report of the Commission to Study Library Services in New Jersey. Trenton, 1956.

New Jersey. County and Municipal Government Study Commission. The Development of Libraries and Networks: Prospective Roles and Responsibilities for Libraries in New Jersey. Nineteenth Report. Trenton, June, 1980.

New Jersey Library Association. Library Development Committee, Subcommittee on Historical Development. Library Development in New Jersey: The Historical Background. (1973). Mimeographed.

OTHER DOCUMENTS CONSULTED

A. Selected New Jersey Statutes Annotated as they apply to the New Jersey Library Network: NJSA 18A:73-12 and 18A:73-13; NJSA 18A:73-33 and 18A: 73-38; NJSA 18A:74-1 through 18A:74-13.

B. An excerpt from the New Jersey Administrative Code: NJAC 6:61 .OREWORD.

C. A copy of the negotiated 1982 Area Library responsibilities.

D. (1) A copy of the p[illegible]am specifications negotiated between the Newark Public Library and the State Library for resource services for the northern region of the state.

(2) Internal memorandum stating the resource library services provided by the State Library.

E. Copies of the program specifications negotiated between the State Library and the following research libraries:

(1) New Jersey State Library

(2) Newark Public Library

(3) Princeton University Library

(4) Rutgers University Library

F. Memorandum from the New Jersey State Library prepared by Henry Michniewski, dated January 13, 1965, announcing the appointment of the Resource Libraries and setting forth their responsibilities.

G. Sign-off document, Area Library contracts.

H. New Jersey State Interlibrary Loan Code, 1973.

I. Interlibrary Loan, Photocopy and Reference Procedures Manual. State Library, 1973.

J. Interlibrary Loan and Photocopy Information and Procedures. State Library, 1981.

K. Interlibrary Loan Subcommittee of the Network Structure Task Force, 1980.

L. Report of the Committee on Cooperation and Networking. NJLA College and University Section, 1980.

M. Computer Application Task Force Report, 1980.

APPENDIX II
CHARGE TO COMMITTEE

NEW JERSEY LIBRARY NETWORK (New Jersey Net)
Protocol Committee

Charge

"The emergence of entirely new and sophisticated information retrieval systems has required rethinking of established concepts and methods of reference and information services. ... the increasing diversity of the user population requires a change in the traditional modes of the delivery of information services, (information/reference and interlibrary loan) particularly in relation to cooperative endeavors and networking arrangements...

It is recognized that service strategies need to be designed that are more sophisticated and sensitive to the complex user pattern never known to our profession before.

In providing service, they (those who have responsibility for providing reference and information services) shall consider the needs and interests of all users, including children, young adults, adults, people who do not come to a library/information center and potential client."

- ALA Reference and Adult Services Division Standards Committee, A Commitment To Information Services: Development Guidelines (American Library Association) March 1, 1975

The New Jersey Library Network (New Jersey Net) Protocol Committee shall study and recommend changes in the present organizational and operational structure and patterns used for networking information services (interlibrary loan and supplemental reference) between and among the various network components -- local libraries (academic, institutional, public, school and special); area libraries and research libraries. The Committee shall recommend a set of procedures to be followed by network libraries for the exchange of information and materials within the network. Special consideration shall be given to the changes proposed in the structure of New Jersey Net through legislation and expansion by number and types of libraries.

Interim procedures should be drafted that will ease the transition of the network into its new configuration over the next 18 months to 2 years. Long range plans for procedures to be followed after the network becomes operational should also be drafted by this Committee.

The Committee's recommendations for interim procedures should be submitted to the State Librarian no later than October 1, 1982. Long range plans should be presented to the Statewide Planning Committee no later than March 1, 1983.

The Protocols Committee should keep the Statewide Planning Committee informed of its progress on long range plans through regular reports."

NEW JERSEY LIBRARY NETWORK (New Jersey Net)
Protocol Committee

Some Specific Concerns:

1. To study and recommend changes in the method(s) of referral among local libraries (academic, institutional, public, school and special); between local libraries and area libraries; and between area libraries and research libraries, such as:

   -- service to be offered at each level of network

   -- routing of supplemental reference requests through network

2. To study and recommend changes in the method(s) of referral among the research libraries, such as:

   -- service to be offered at each level of network

   -- access to collections of Rutgers and Princeton

   -- routing of supplemental reference requests through network

   -- access to subject specialists in Research Libraries

3. To study and recommend method(s) of referral between New Jersey libraries and library organizations elsewhere.

4. To suggest means by which the various online data bases (specifically CLSI; Dataphase; OCLC and RLIN) can be made an integral part of bibliographic information and/or access for New Jersey Net, such as:

   -- Protocols for libraries on OCLC

      -- that borrow on ILL Subsystem

      -- that use OCLC for locations

   -- protocols for libraries that do not have OCLC

   -- free or at-cost computer searches for references on these or other commercial data bases.

5. Review the present Interlibrary Loan Code, 1973 and recommend necessary changes, such as:

   -- extent of service to be offered for various types of materials

   -- mass-market paperbacks in print

   -- current-year fiction

-- best sellers and titles in high demand

-- nonprint items

-- photocopy requests

6. To engage participating and potential participating libraries in defining overall objectives for the provision of information service, such as:

   -- how nonpublic libraries fit in

   -- free services from Network

   -- reciprocity for nonpublic libraries to Network

7. To study the present method(s) of reimbursement for information services (interlibrary loan and supplemental reference) and recommend changes which may make such reimbursement more equitable (area libraries and research libraries).

8. Identify and review available studies and reports on present Network information services (interlibrary loan and supplemental reference).

9. To determine if additional studies and/or reports on information services are necessary.

10. To recommend for discussion an overall framework for the provision of information service (interlibrary loan and supplemental reference service) for the expanding New Jersey Net.

11. Suggest a framework for decison making regarding New Jersey Net's supplemental information/reference service and interlibrary loan service.